BerryDunn

State of Nebraska
Department of Motor Vehicles

Consulting Services to Assist in the Modernization of a Vehicle Title Registration System

DMV Nebraska

2a (RFP 6ci): Initial Assessment of the Current VTR System
2b (RFP 6cii): Listing of Current Business Processes of the VTR System

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Tables and Figures

Table 1: Version History

Version	Date	Description
v.1	12/17/2015	Draft provided to DMV for review
v.2	2/9/2016	Updated based on DMV comments
v.3	3/2/2016	Updated based on DMV comments
v.4	3/29/2016	Updated based on DMV comments
v.5	3/31/2016	Updated based on DMV comments.

1.0 PROJECT OVERVIEW

This section provides a description of the contents of this report.

1.1 Report Format

This report is comprised of four major sections, described below:

1. **Project Overview.** This section of the report describes the report format and how the report fits into the preliminary report to the Nebraska Department of Motor Vehicles (State DMV) for modernization of the Vehicle Title Registration (VTR) system.

2. **Initial Assessment of the Current VTR.** This section of the report details the current business environment and will form the basis of determining any future "desired" or "required" needs.

3. **Listing of Current Business Processes of the VTR.** This section of the report details the current functional areas, or segments that contain related business processes, grouped by common purpose.

This report also includes a Glossary of Acronyms and Terms.

1.2 Project Background

A Request for Proposals (RFP) for Consulting Services to Assist in the Modernization of a VTR system was issued by the State of Nebraska on August 10, 2015. A contract between the State DMV and BerryDunn to provide modernization consulting services was executed on November 2, 2015 (retroactive to November 1, 2015). The purpose of this project, as stated in the RFP, is to identify the approach that will best fit the needs of the State DMV and the stakeholders who use the VTR system. This project is both a standalone project and part of the larger project to modernize the VTR system. The goal of the larger project is the modernization through competitive procurement and system implementation of a new VTR system. Apportioned vehicle registration processes are outside of the scope of this project.

1.3 Work Performed

The first component of the project is to conduct an initial assessment of the VTR system. To make this assessment, BerryDunn reviewed documentation related to the existing VTR system. The 2013 VTR Business Case, prepared by the University of Nebraska, was a key piece of research. BerryDunn also relied on subject matter expertise from two of its consultants who previously worked in motor vehicle jurisdictions. Upon completion of initial research, a two-hour on-site meeting was held to review existing system capability, ancillary systems, and interfaces to other systems. From this meeting, and continued review of available documentation, an initial assessment of the existing VTR system was made and is documented in section 2.0 of this report.

The listing of current business processes of the VTR system was developed in a method similar to the initial assessment of the VTR system. BerryDunn reviewed prior documentation provided by the State DMV and conducted research prior to coming on site. During the week of November 30, 2015, BerryDunn conducted business process documentation meetings. These

meetings were based on four distinct functional areas, or overarching groupings of business processes:

- Vehicle Title
- Vehicle Registration
- Fees and Taxes
- Inventory Management

Within these functional areas are 19 business processes, some of which have sub-processes. BerryDunn discussed and documented these business processes on-site and added these processes to this report. Each process includes a narrative of approximately three paragraphs. Each functional area is represented by a high-level narrative and a workflow diagram.

The material in this (Phase 2) report is designed to be both a standalone report and, ultimately, part of a larger, final report that incorporates all deliverables (except the RFP) of this project and this phase of the VTR system modernization. The final report will be presented to the State DMV prior to release of the RFP for a solution provider. This document has been written so that it can be incorporated into or issued with an RFP. In that context, it is largely intended to succinctly inform potential software vendors of how the current environment functions in Nebraska.

2.0 INITIAL ASSESSMENT OF THE CURRENT VTR SYSTEM

This section provides background on Nebraska's existing Vehicle Title Registration (VTR) system and a description of the current technical environment.

2.1 Overview

2.1.1 Overview and Background of the VTR System

In the early 1990s, the VTR system was developed to mirror the business processes which, at that time, were performed by the county clerks (title issuance), the county assessors (vehicle valuation and taxation), and the county treasurers (vehicle registration and tax collection). The VTR system was developed to replace the paper-based process of the time.

The state Central Data Processing division (CDP), now known as the Office of the Chief Information Officer (OCIO), built the VTR system using state employees and contract staff. The system was built by two teams in three separate and distinct sections:

- Title issuance
- Assessment and taxation
- Registration and tax collection

Each section contains numerous sub-applications and multiple databases. After each section was developed, they were bridged together to allow the system to function as a single process. Today, all county title and registration services have been consolidated and are performed by the 93 county treasurers, who act as agents of the State DMV. In addition, some title and registration services are performed at the State DMV.

The VTR system was designed to operate within a distributed processing architecture. The distributed architecture for the VTR system comprises a replication of the VTR system software and database for each of Nebraska's county treasurers (County VTR system). The State also has a replication of the VTR system software and database (State VTR system). The County VTR systems provide current and historical data needed to fulfill the service needs of the county. The State VTR system is used for titling and registration, along with other related applications to fulfill the State DMV's statutory responsibilities. The State DMV and Game and Parks Commission (GPC) have a contractual relationship, where the State DMV provides boat registration services via the VTR system. Boat registration services occur at GPC and county treasurer offices.

The OCIO has successfully virtualized 91 of the County VTR systems into a central data center. Each of these virtual instances resides on a pair of Application System/400 (AS400) systems. The AS400 platform/system is the foundation for the VTR system and, therefore, the AS400 is hereinafter referred to as the VTR system. Two counties continue to utilize a local copy of the VTR system and its associated data on a physical system within their respective counties.

These counties are Douglas and Sarpy, which are two of the most populated counties in the state.

In addition to the distribution of county and State VTR systems, the State Mainframe is the repository for a subset of information from each county VTR system. The most recent registration and plate data for each county is contained in this repository, as is all title and lien information. The State Mainframe is the system of record for title and lien information.

County and State DMV system users connect to the county VTR and State VTR systems using a standard 5250 terminal emulation software. Users are authenticated and authorized to the VTR system using standard AS400 security. County VTR system users connect directly to their county's VTR system and data either through the State's data center or a County AS400. State DMV system users connect directly to the State VTR system and have pass-through capability to reach each County VTR system. State DMV users also connect to the State Mainframe using a standard 3270 terminal emulation software.

2.1.2 Location of Hardware and Network Considerations

The OCIO maintains four physical AS/400 systems in a central data center. Two of these AS400s host 91 virtual county instances and one State instance, all of which include an application and data partition. Douglas and Sarpy Counties utilize a local AS/400 system for their VTR system and its associated data within a county data center.

The OCIO also maintains an IBM mainframe for the State DMV in a central data center.

The communications network used by the VTR system utilizes a number of different types of data connections. The following are currently in use:

- Virtual Private Network (VPN) over a Digital Subscriber Line (DSL) circuit (encrypted)
- Private Ethernet circuit
- Douglas County Network Bridge (private network operated by Douglas County)

2.1.3 Internal and External Interfaces

Table 2.1 summarizes the interfaces and data shares that occur within the VTR system.

Table 2.1: Summary of Interfaces, Data shares, and External Access

Entity	Mainframe Interfaces	Mainframe Data Share	AS400/VTR Interfaces	AS400 Data Share
AS400/MCS	✓			
AS400/VTR	✓			
County Ledger System (Data Extracts)				✓
Data Clients (Monthly, Weekly, and Daily)		✓		
Douglas County Cashiering System (OIF)				✓

Entity	Mainframe Interfaces	Mainframe Data Share	AS400/VTR Interfaces	AS400 Data Share
Electronic Lien and Title (ELT)		✓		
National Motor Vehicle Title Information System (NMVTIS)		✓		
Nebraska Criminal Justice Information System (NCJIS)	✓	✓		
Nebraska Department of Health and Human Services (DHHS)	✓			
Nebraska Department of Revenue				✓
Nebraska Department of Roads (NDOR)	✓			
Nebraska.gov Online		✓	✓	
National Law Enforcement Telecommunications Service (NLETS)	✓			
Plate Management Application			✓	
Specialty Plate Application			✓	
State Mainframe			✓	

Table 2.2 summarizes the external access that occurs within the VTR system.

Table 2.2: Summary of External Access

Mainframe External Access (Logins)
County General Assistance Programs
Department of Administrative Services/Transportation Services Bureau (DAS/TSB)
Department of Insurance
Motor Vehicle Industry Licensing Board
Nebraska Department of Correctional Services (DOC)
Nebraska Department of Health and Human Services (DHHS)
Nebraska Department of Revenue
Nebraska Department of Roads (NDOR)
Nebraska Equal Opportunity Commission (NEOC)
Nebraska State Auditor
Parking Enforcement Programs

Mainframe External Access (Logins)
Public Service Commission
Sheriffs' and Police Departments
State Patrol

Table 2.3 provides a description of the interfaces with the State Mainframe.

Table 2.3: State Mainframe Interfaces

System	Description
National Law Enforcement Telecommunications Service (NLETS)	NLETS is an interstate justice and public safety network. Law enforcement queries for vehicle-specific information are received and returned via NLETS. Stolen vehicle information used to update the State Mainframe is received via NLETS.
Nebraska Department of Health and Human Services (DHHS)	DHHS accesses the Vehicle Title Registration (VTR) system to obtain vehicle owner information that is used for some social service programs.
Nebraska Criminal Justice Information System (NCJIS)	NCJIS is Nebraska's consolidated data source for law enforcement, which receives information from the State Mainframe regarding vehicle and owner information.
Nebraska Department of Roads (NDOR)	NDOR pulls vehicle information for accident records from the VTR system.
AS400/VTR	State and county registration and title application running on the 91 virtual and two physical AS400 servers.
AS400/MCS	State registration application used for Motor Carrier Services (MCS).

Table 2.4 provides a description of the scheduled data sharing that occurs with the State Mainframe.

Table 2.4: State Mainframe Data Shares

System	Description
Electronic Lien and Title (ELT)	Providers receive daily updates from the State Mainframe of lien activity that is used by their lender customers. The providers also return daily lien record updates to the State Mainframe.
National Motor Vehicle Title Information System (NMVTIS)	NMVTIS receives daily updates from the State Mainframe about titling activity in Nebraska. The State Mainframe receives daily updates from NMVTIS regarding change state of title transactions.
Nebraska.gov Online	Nebraska.gov is the online payment portal for all online Nebraska Department of Motor Vehicles (State DMV) transactions, provides online services for title lookup to any user, and provides Vehicle Title Registration (VTR) lookup services to subscribers.

System	Description
Data Clients	Data Clients are entities that provide payment to the State DMV for selected VTR system data. Current clients include Experian (weekly and monthly—national vehicle databases), and Polk (weekly—national vehicle databases).
Nebraska Criminal Justice Information System (NCJIS)	NCJIS is Nebraska's consolidated data source for law enforcement, which queries information from the State Mainframe regarding vehicle and owner information.

Table 2.5 describes the interfaces with the VTR system (both State and County VTR systems).

Table 2.5: State and County VTR System Interfaces

System	Description
State Mainframe	IBM mainframe hosted by the OCIO. This is the system of record for title and lien information and contains the current registration information for each county.
Specialty Plate Application	A set of applications on the Vehicle Title Registration (VTR) system to manage specialty plate requests, create files to be sent to Department of Correctional Services (DOC) for manufacturing, and tracks the assignment to a registration record. These applications are only available on the State VTR system version.
Plate Management Application	A set of applications on the VTR system to track the order, manufacturing, and receipt of license plates for the counties. County inventory is tracked by both the State and County in this system.
Nebraska.gov Online	Nebraska.gov Online provides the Internet "face" to the public for Web-based vehicle registrations and specialty plate applications. The VTR system sends and receives the data from Nebraska.gov Online and processes the requests.

Table 2.6 describes the data shares with the VTR system (both State and County VTR systems).

Table 2.6: State and County VTR System Data Shares

System	Description
Nebraska Department of Revenue	Nebraska Department of Revenue receives a nightly file from the Vehicle Title Registration (VTR) system, containing all transactions that were subject to the sales tax requirements.
County Ledger Systems	Reports requested from the County VTR system provide a data file that may be imported into standalone county financial systems.
Douglas County Cashiering System (OIF)	Point-of-Sale (POS)/cash drawer application used and supported by Douglas County.

Table 2.7 enumerates the external users who have authorized logins to the system.

Table 2.7: External Login Access to State Mainframe

System	Description
Public Service Commission	The State Mainframe provides access to vehicle information for regulating taxis, grain elevators, and party vehicles.
State Patrol	The State Mainframe provides vehicle information for investigations and, road stop investigation and enforcement actions.
Nebraska Department of Health and Human Services (DHHS)	The State Mainframe provides access to vehicle owner information for child support enforcement.
Department of Insurance	The State Mainframe is used by Department of Insurance for investigations.
MV Industry Licensing Board	The State Mainframe is used for investigations of vehicle dealers.
Nebraska Equal Opportunity Commission (NEOC)	The State Mainframe is used by NEOC for investigative purposes.
Department of Administrative Services/Transportation Services Bureau (DAS/TSB)	The State Mainframe is used by these agencies for State of Nebraska fleet management.
Nebraska Department of Roads (NDOR)	The State Mainframe is used by NDOR for accident reporting.
Nebraska Department of Revenue	The State Mainframe is used by Nebraska Department of Revenue for investigative purposes.
Parking Enforcement Programs	A variety of organizations (municipalities, Nebraska State College System, University of Nebraska campuses) use the State Mainframe for enforcing organizational parking policies.
County General Assistance Programs	The State Mainframe provides access to vehicle owner information.
Nebraska Department of Correctional Services (DOC)	The State Mainframe provides vehicle information for investigations.
Nebraska State Auditor	The State Mainframe provides vehicle information for auditing purposes.

2.1.4 Application Servers and Databases

The VTR system is comprised of 93 county application servers and databases, one State VTR system server and database, the State Mainframe, a training instance of the VTR system, and a

development instance of the application and database (VTR DEV). These are listed in Table 2.8: VTR System Servers and Databases.

Table 2.8: VTR System Servers and Databases

System	Description
County Vehicle Title Registration (VTR) system	Ninety-one virtual systems and two physical systems that provide county application and data services for the VTR system. The 91 virtual systems operate on a pair of AS400s located in the State data center in Lincoln.
State VTR system	Application and database partition used for titling and registration, along with other related applications to fulfill its VTR responsibilities.
State Mainframe	IBM mainframe hosted by the OCIO. This is the system of record for title information and contains the current registration information for each county.
VTR Training	Application and database instance used for training purposes.
VTR DEV	Application and database instance used for development purposes.

Table 2.9 describes ancillary applications and databases that are relevant to the VTR system.

Table 2.9: Ancillary Applications and Databases

System	Description
Vetrispec	Used for the verification of eligibility when a request for veteran plates is made.
Manufacturer's Suggested Retail Price (MSRP) Vendor Files	MSRP and gross vehicle weight rating (GVWR) used to determine tax from a vendor company. Distributed via File Transfer Protocol (FTP) to County VTR systems.
Vehicle Identification Number Analysis (VINA)	The VINA software provides make, model, and style data. Like the MSRP Vendor Files, this is a subscription service that provides a file for validating and decoding the Vehicle Identification Number (VIN) data on vehicles.
Insurance Data	Updates from insurance companies (complete book of business) from NICUSA twice a month. File is sent to State Mainframe and distributed to County VTR systems. The VTR system queries this file during the transaction to determine if insurance is on file.
Experian QAS	Address entry and verification application and databases.

2.2 Systems Architecture Diagram

Figure 1: VTR System Architecture is intended to provide a high-level overview of the current components of the VTR system environment. Data movement and interfaces have also been depicted. The figure includes labeled circles that distinguish components that have identified bottlenecks, inefficiencies, or challenges. Where possible, the label has been placed on the system component related to the issue. Several of the bottlenecks, inefficiencies, and challenges are not specific to a component of the architecture; rather, they are system-wide. For more details regarding the bottlenecks, inefficiencies, and challenges, refer to section 2.3.

Figure 1: **VTR System Architecture**
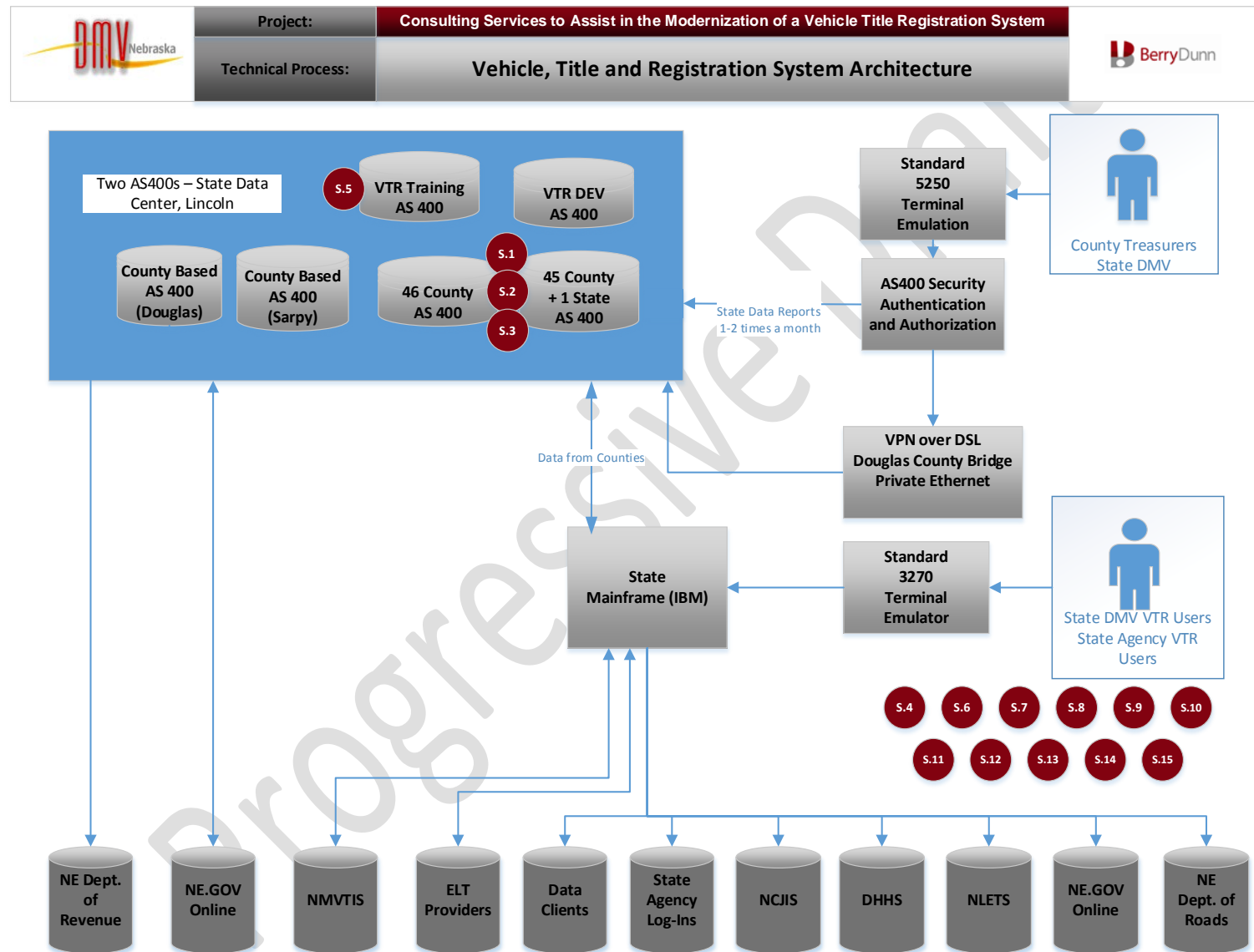
2.3 System Bottlenecks, Inefficiencies, and Challenges

A number opportunities and challenges have been identified by the State DMV. This process included documentation review and a meeting with the VTR system technical stakeholders.

Based upon this review, a list of technical needs and opportunities was developed. Each has been designated in Figure 1 with a maroon circle containing a numeric label. The label corresponds to the ID column contained in Table 2.10: System Bottlenecks, Inefficiencies, and Challenges. Where possible, the label has been placed on the system component related to the issue. Several of the opportunities and challenges are not specific to a component of the architecture; rather, they are system-wide opportunities.

Table 2.10: System Bottlenecks, Inefficiencies, and Challenges

ID	Description of Bottlenecks, Inefficiencies, or Challenges
S.1	Keeping the Vehicle Title Registration (VTR) system synchronized across more than 90 instances is inefficient. When an application change is made, it must be distributed to every instance.
S.2	Managing more than 90 separate data partitions is not efficient.
S.3	Ad hoc reporting is challenging due to the data being separate and distributed across each county; there is no single view of the data.
S.4	Problems can occur synchronizing data across the distributed environment.
S.5	Populating data into a test environment is a manual process.
S.6	Lack of full integration between vehicle registration and title can lead to uncollected revenues.
S.7	County-centric data could allow one vehicle to be registered in two separate counties at the same time.
S.8	The current VTR system is known to overwrite vehicle lien information.
S.9	Common Business-Oriented Language (COBOL) and AS400 programmers are scarce, which creates a risk to the future of the current VTR system.
S.10	DB2 is limited by its hierarchical design. Hierarchical databases do not describe many-to-one or many-to-many relationships well. Relational databases describe these relationships well.
S.11	Green screen user interface is a training challenge with employees who are used to graphical user interfaces.
S.12	The current system is vehicle-centric; it lacks the ability for a customer-centric structure.
S.13	Currently, the Nebraska Department of Motor Vehicles (State DMV) is very limited in what criteria they can use to query the database and create any kind of "view" into the status of that person's vehicles or history. They currently do not collect driver license number, Social Security number or other unique identifiers for registration transactions that would identify a customer uniquely.
S.14	The current system lacks sophisticated reporting tools. Running complex reporting queries against production systems is not desirable because it may impact system performance.
S.15	National Motor Vehicle Title Information System (NMVTIS) is a standalone look up; users leave the VTR system, access NMVTIS through a separate window, and manually apply necessary updates to VTR system.

3.0 LISTING OF CURRENT BUSINESS PROCESSES OF THE VTR SYSTEM

This section provides a written description of each registration and titling business process listed in Table 3.1 (List of Business Processes). Each functional area includes a high-level diagram and a brief narrative.

3.1 Overview of Vehicle Registration and Titling in Nebraska

3.1.1 Mission and Statutory Authority

The Nebraska Department of Motor Vehicles (State DMV) is a standalone agency in Nebraska State government. It is responsible for regulating both motor vehicles and motor vehicle operators in the state. The State DMV also enforces motor vehicle laws and provides education to the public. A key responsibility, in addition to issuing driver license and identification cards, is the registration and titling of motor vehicles. The revised statutes of Nebraska, Chapters 37 and 60, enumerate the responsibilities associated with registration and titling motor vehicles and motor boats. The State DMV is charged with registering vehicles for the purpose of collecting fees, enforcing the law, and providing for public protection. Titling of vehicles is accomplished in order to establish ownership of vehicles, deter theft, document financial interest in a vehicle, and collect fees.

The mission statement of the State DMV is, "Exceptional employees deliver accurate, secure, and innovative services."

3.1.2 Volume of Transactions Processed

Over 2.3 million vehicle registrations and 762,000 titles were processed in the Vehicle Title Registration (VTR) system in 2015. The VTR system accounted for over $650 million in fees and taxes in 2015.

3.1.3 Work Done To-Date, Funding, and Legislation

In 2013, the State DMV commissioned a business case for the replacement or modernization of the VTR system. The University of Nebraska Public Policy Center completed and issued the business case in October 2013. The business case describes the limitations of the existing VTR system, new functionality, and trends that make the need for a modernized VTR system compelling, and options for acquiring a new VTR system, from funding, legislative, and planning standpoints. The report may be accessed at this link:
http://www.dmv.nebraska.gov/dvr/pdf/DMV_VTR_BUSINESS_CASE_FINAL_10-23-2013.pdf

The legislation needed to fund the planning for this project was added in 2014 under Legislative Bill 906 (see Nebraska Information Technology Commission Project Proposal - Summary Sheet Project #24-01, 2015-2017 Biennial Budget -
http://nitc.nebraska.gov/technical_panel/meetings/documents/20141014/projects_summary_all.pdf). Cost estimates for a replacement VTR system are in a broad range of $13 million to over $50 million. Funding models to pay for such a modernization include increasing fees, adding surcharges, using cash reserves, obtaining legislative appropriation, initiating a master lease

purchase program, reallocating existing revenues, or obtaining grant funding. The details of these options are provided in the business case.

3.2 Business Processes of the VTR System

Table 3.1 provides a list of vehicle titling and registration processes the State DMV accomplishes.

Table 3.1: List of Business Processes

Functional Area	Process Name	Report Section
1. Vehicle Registration:	1.1. Original Registration	3.3.1
	1.2 Registration Renewals (Including Notices of Renewal)	3.3.2
	1.3 Change, Correct, or Duplicate Registration	3.3.3
	1.4 Issue Permits	3.3.4
2. Vehicle Title:	2.1 Original Title (New to Nebraska)	3.4.1
	2.2 Junk and Salvage (Including Owner-Retained Salvage)	3.4.2
	2.3 Used Vehicle Title Transfer	3.4.3
	2.4 Correct or Duplicate Title	3.4.4
	2.5 Lien Processing (Including Electronic Lien and Title [ELT])	3.4.5
	a. Note Lien	3.4.5.1
	b. Request Paper Title	3.4.5.2
	c. Convert to ELT	3.4.5.3
	d. Release Lien	3.4.5.4
	2.6 National Motor Vehicle Title Information System (NMVTIS)	3.4.6
	a. Update NMVTIS	3.4.6.1
	b. Undo NMVTIS Update	3.4.6.2
3. Fees and Taxes:	3.1 Calculate Fees and Taxes	3.5.1
	3.2 Point of Sale (POS) Collection	3.5.2
	3.3 Mail-in/Internet Collection	3.5.3
	3.4 Fee and Tax Accounting and Distribution	3.5.4
4. Inventory Management (Plates and Decals):	4.1 Issue Original Plate and Decal	3.6.1
	4.2 Plate Reissuance	3.6.2
	4.3 Plate Surrender/Refund	3.6.3
	4.4 Order Specialty Plates (Fee Distribution and Online Service Order)	3.6.4
	4.5 Manage Inventory Assignment	3.6.5

3.3 Vehicle Registration (Functional Area 1)

Vehicle Registration is the State DMV business function focused on regulating vehicle operation and collecting the associated fees and taxes to permit legal operation in Nebraska. The business function applies the Nebraska statutes and regulations through the VTR system and manual processes to:

1. Correctly identify and classify vehicles and other transportation equipment. The registration process uses the information identifying the purpose for which they operate on the roads, weight, value, and other factors
2. Ensure correct allocation of fees to local entities based on vehicle location in a tax district
3. Collect appropriate fees and taxes and account for fund allocation
4. Issue registration and permit credentials

The Registration function breaks down into the following four high-level business processes, which summarize the major activities completed by the Counties and the State to administer the overall registration process in compliance with State laws, State rules and regulations and State DMV guidelines. These are:

1. Issue a registration
2. Renew a registration
3. Modify a registration
4. Issue a permit

Figure 2 provides a visual depiction of the Vehicle Registration functional area.

Figure 2: Vehicle Registration Diagram
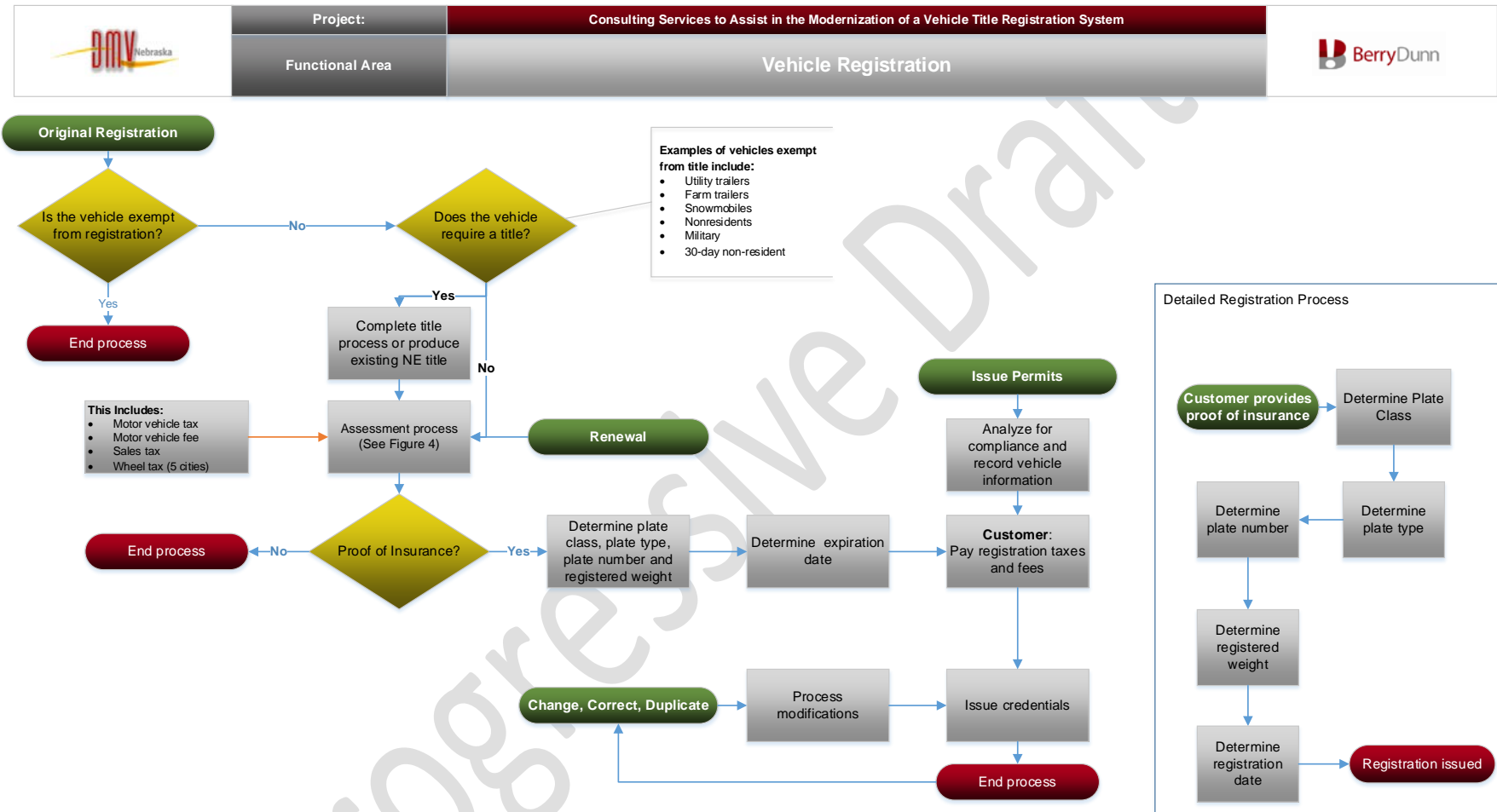
3.3.1 Original Registration (Business Process 1.1)

Unless a vehicle is exempt from the registration requirements, the issue registration process follows the title process to complete the essential activities for payment of fees and taxes and the assignment of plates and decals to properly comply with state and local requirements. The process uses information collected in the titling business workflow for those vehicles titled in Nebraska. The title information regarding vehicle description and owner(s) name is brought forward and used to complete the registration process by the counties.

The first step in the current system process is to assign the vehicle to a tax district associated with the situs address of the vehicle. The tax district assignment, along with the vehicle descriptive information (model year and gross vehicle weight rating [GVWR]) collected in the titling process, are critical data components to determine fees and taxes as the registration process is completed. With limited exemptions, a prerequisite for the registration of vehicles is the verification of proof of financial responsibility (insurance) at the time of registration or renewal. This verification is done through the lookup in the insurance database or an acceptable proof of insurance document presented by the customer.

Once the prerequisite information is collected and entered into the County or State VTR system, the classification of the vehicle and its operation are determined and entered into VTR system. The critical data needed to classify the vehicle includes the plate class, plate type, and plate number. The number of plates to be issued and registered weight information may also be required, depending on the type of registration and if new plates will be assigned. Vehicles are assigned a one-year registration period, but, as a customer service offering, customers who own multiple vehicles are able to combine all of their registered vehicles into a single expiration month, meaning that fees will need to be prorated to fit the desired expiration month.

Once all registration data has been entered, the fees and taxes, including title fees and sales tax (if carried over from the title process), are collected, plates and decals are drawn from inventory, and credentials are printed. The customer will display the license plates and decals as visual indication of the valid registration, and carry the registration certificate in the vehicle. The County VTR system will retain the registration record and history of any prior registrations for the vehicle. A transaction will be sent to update the State Mainframe with a subset of the current registration information. (NOTE: This update transaction to the State Mainframe enables a single view of all current statewide county registrations. Registration history is only available from the county which issued the registration.)

Table 3.2 provides a list of details for the Original Registration process.

Table 3.2: Original Registration—List of Process Details

Issue Registration Process Area	Process Detail
Trigger Event:	Vehicle requires registration under Nebraska statutes. Conditions that will require new registration include: 1. Bring in from out of state 2. New vehicle to owner 3. New to county of residence 4. Lease buyout

Issue Registration Process Area	Process Detail
Predecessor Process:	• Determination the vehicle is not exempt from registration requirement • Original (New to Nebraska) • Used Vehicle Transfer
Successor Process:	• Initiate renewal notice • Annual registration renewal • Registration refund, duplicate, and correction
Systems Used:	• Insurance file copy on County Vehicle Title Registration (VTR) system • County VTR system • Plate management application • Specialty Plate application, if applicable • State Mainframe
Organizations Involved:	• County Treasurer • Nebraska Department of Motor Vehicles (State DMV)
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* • Lack of validation in screen/entry fields leads to poor data. This also leads to high number of voided transactions. • Multiple screens are required to complete registration process. • Process can result in multiple registrations in different counties for same vehicle. • Registration data does not link across counties and creates challenges for data entry and opportunity for fraud. • Cannot register a vehicle at a car dealership. • Vehicle must be registered in county where vehicle has tax situs. • A large volume of untitled trailer registrations do not contain a unique identifier (VIN). • By Nebraska statutes, each of the 93 county treasurers provide registration and titling services working as agents of the State DMV. Costly resources including hardware, software, IT systems, help desk services, materials, leadership and direction are provided to all 93 county treasurers at the expense of the State DMV. • State DMV has limited oversight and auditing authority which inhibits consistent and uniform services to Nebraskans regardless of residency. • Lack of a customer-centric structure requires individual

Issue Registration Process Area	Process Detail
	registration of multiple vehicles owned by same entity.
	• There is no real-time access to MSRP data. The MSRP data used by the DMV is 30–45 days in arrears on updates to its existing file which results in frequent manual updates by the State DMV help desk.
Process Owner:	County treasurers execute the process, using the State VTR system, and upload completed transactions to the State Mainframe.
Method of Delivery:	The issue registration process is done in person at the county treasurer's office for the county in which the vehicle resides.
Output:	At the completion of the Issue Registration process, the correct fees have been paid to the county and allocated to the appropriate funds. A registration credential will be issued to the owner, along with validation decals and possibly plates (if none are being transferred).

3.3.2 Registration Renewals (Including Notices of Renewal) (Business Process 1.2)

The vehicle registration period is for one year (the registration period for snowmobiles and boats is two and three years, respectively), and at the end of that period, the registration will be renewed, unless the vehicle is no longer being operated by the owner in a manner requiring registration. The registration expiration date is the first day of the month, but the owner has a grace period to the last day of the month to pay the required fees. To prompt the payment by the owner, a renewal notice reminder process sends a notice to the owner.

On a monthly basis, in the month prior to expiration date, the county runs a report of vehicles due for renewal, corrects any errors identified, and initiates creation and transfer of a data file to the State print shop (operated by the Department of Administrative Services [DAS]) or Nebraska.gov. The print shop prints and mails the renewal notices to the vehicle owner. If the owner selected the e-notice option, a flag will have been added to the registration record. That flag suppresses the record from being included in the file sent to the print shop and, instead, is included in the file Nebraska.gov utilizes for emailing and texting a renewal reminder to the owner.

As in the initial registration process, proof of insurance is required to renew the registration. If proof of insurance is not updated on the registration record from the insurance database (this database is updated twice monthly by insurance carriers who write automobile policies in Nebraska), a flag will prompt the clerk for other forms of proof of insurance.

An owner has the option to renew the registration via an online process provided by Nebraska.gov. If renewing online and insurance does not electronically verify the owner may upload proof of current insurance. The transaction is reviewed, and denied or approved by the county treasurer.

In the county, the steps to renew the registration are a streamlined process reflective of the high volume and routine nature of the transaction. If there is any change to the registration record, the transaction moves out of the standard renewal process and additional steps will be required. Standard renewals received by mail or in person are updated in the 4 system with the renewal information, new expiration date, and the payment is cashiered by the county. Renewals can be processed in continuous batches by using the "Fleet" option in the VTR system. Online renewals processed by Nebraska.gov utilize the "Fleet" option, allowing the county to complete the final transaction and update the registration status. Approximately 13% of eligible renewals are processed through Nebraska.gov.

After the transaction is completed an updated decal for the license plates and a new registration credential to carry in the vehicle are issued. Every six years, the State replaces all vehicle license plates statewide, and in a "plate year," new license plates will also be issued at renewal, along with a decal. The updated registration status is sent to the State Mainframe and replaces the prior registration record at the State level.

Table 3.3 provides a list of details for the Registration Renewals (Including Notices of Renewal) process.

Table 3.3: Registration Renewals (Including Notices of Renewal)—List of Process Details

Renew Registration Process Area	Process Detail
Trigger Event:	Registration renewal date
Predecessor Process:	Original registration or renewal notice
Successor Process:	• Renewal notice • Subsequent renewals • Registration refund, duplicate, and correction
Systems Used:	• County Vehicle Title Registration (VTR) system • State Mainframe • Insurance file copy on the County VTR system • Nebraska.gov Online • Specialty Plate application, if applicable
Organizations Involved:	• County Treasurer • Nebraska Department of Motor Vehicles (State DMV) • Department of Administrative Services (DAS) (Print Shop) • Nebraska.gov
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* • Cannot update change of address online (have to reassign tax district manually). • No print-on-demand decals which requires county

Renew Registration Process Area	Process Detail
	treasurer staff to carefully to pull correct month and year.
	• No control number or inventory process for decals results in opportunities for fraud.
	• No penalty for late registration or failure to renew.
	• Renewal notice can go to prior vehicle owner if they did not apply for refund or surrender plates. If prior owner renews, that can overwrite the current owner's correct renewal, if done first. (The VTR system does not connect title transfer and registration record and State Mainframe does not have any registration information except for last transaction.)
	• No proactive process to ensure proper renewal has occurred.
	• Vehicle must be registered in county where vehicle has tax situs.
	• By Nebraska statutes, each of the 93 county treasurers provide registration and titling services working as agents of the State DMV. Costly resources including hardware, software, IT systems, help desk services, materials, leadership and direction are provided to all 93 county treasurers at the expense of the State DMV.
	• State DMV has limited oversight and auditing authority which inhibits consistent and uniform services to Nebraskans regardless of residency.
	• Lack of a customer-centric structure requires individual renewal of each vehicle.
Process Owner:	County treasurers execute the process, using the County VTR system, and upload completed registration status.
Method of Delivery:	• The issue registration process is done in person at the county treasurer's office for the county in which the vehicle resides. • Mail to county • E-notice of renewal requirement • Online, using Nebraska.gov
Output:	At the completion of the Issue Registration process, the correct fees have been paid to the county and allocated to the appropriate funds. A registration credential will be issued to the owner, along with validation decals and plates (in a plate year).

3.3.3 Change, Correct, Duplicate Registration (Business Process 1.3)

The modify registration process covers the variety of actions that can change, correct, duplicate, cancel, void, transfer, or refund a registration after it has been issued. Registration may require modification when a title is corrected or when an owner requests a name change. Additionally, registration modifications also include more involved transactions, such as transferring the license plates and fees to a replacement vehicle.

The county processes the modification using the various VTR system screens that have been prepared to capture the necessary data (e.g., Transfer, Duplicate, etc.). Many of the modifications will require updated assessment data to correctly compute and allocate registration fees. A change of address may only occur at the time of renewal; a new tax district assignment may be necessary to correctly assess the vehicle fees and taxes.

Depending on the reason for the modification, fees may be collected and new credentials, including plates and/or decals, may be issued. The modified information creates a new registration record on the County VTR and also updates the State Mainframe, overlaying the registration data.

Table 3.4 provides a list of details for the Change, Correct, or Duplicate Registration process.

Table 3.4: Change, Correct, or Duplicate Registration—List of Process Details

Modify Registration Process Area	Process Detail
Trigger Event:	Registration requires changes to reflect current information or to transfer registration to another vehicle, etc. New title is issued (corrected or changed)
Predecessor Process:	Issue Registration
Successor Process:	- Collect and distribute fees and taxes - Renewal notice - Subsequent renewals - Registration refund, duplicate, and correction
Systems Used:	- County Vehicle Title Registration (VTR) system - State Mainframe - Insurance file copy to the County VTR system - Specialty Plate application, if applicable
Organizations Involved:	- County Treasurer - Nebraska Department of Motor Vehicles (State DMV)
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* - Problems with double registrations, end of lease changes, and vehicle transfers. - The sequence of a request for a refund may

Modify Registration Process Area	Process Detail
	negatively impact the status of the registration on the State Mainframe (i.e., the current registration may be erroneously overlaid by the refunded registration). • Need to allow customer to update address changes mid-registration year. Will need a change of legislation. • If county corrects title, an updated registration is necessary to keep registration and title records in sync. • Duplicate titles may be issued in any county, while the corrected registration must be issued in the county where the original registration record exists to keep registration and title records in sync. • Vehicle must be registered in county where vehicle has tax situs. • By Nebraska statutes, each of the 93 county treasurers provide registration and titling services working as agents of the State DMV. Costly resources including hardware, software, IT systems, help desk services, materials, leadership and direction are provided to all 93 county treasurers at the expense of the State DMV. • State DMV has limited oversight and auditing authority which inhibits consistent and uniform services to Nebraskans regardless of residency. • Lack of a customer-centric structure requires individual update of each registration. • For records with multiple registration activity, refund amounts may need to be manually calculated.
Process Owner:	County treasurers execute the process, using the County VTR system, and upload completed transactions to the State Mainframe.
Method of Delivery:	The modify registration process is done in person at the county treasurer's office for the county in which the vehicle has situs. The process could be done by mail.
Output:	At the completion of the modify registration process, the correct fees, if any, have been paid to the county and allocated to the appropriate funds. If a refund is required, a receipt and funds are returned to the owner. Updated credentials will be issued to the owner.

3.3.4 Issue Permits (Business Process 1.4)

Some vehicles in Nebraska may not be subject to the standard registration process but will still require a permit and possibly fees to allow the vehicle to be legally operated in Nebraska. Most permits are issued by the counties, but some, such as a handicapped and local moving permit, are issued directly by the State DMV. The permits include the following: camper unit; non-residential carnival operator; farm truck-tractor semi-trailer; grain hauling; handicap; local moving; livestock forage; and temporary demonstration.

The Issue Permits Process usually starts with a request or form to the county treasurer or State DMV and accompanying fee, if appropriate. The permit application is analyzed for compliance with regulations, e.g., out-of-state registration, etc. Information about the vehicle and permit holder is entered into the VTR system to record the issuance and allow for allocation of fees. There are some types of low-volume permits that are completed through a manual process because they have never been added to the VTR system profile.

In the case of In-Transit permits/decals issued by dealers for new cars, those are not entered into the VTR system and not accessible from State Mainframe records.

Table 3.5 provides a list of details for the Issue Permits process.

Table 3.5: Issue Permits—List of Process Details

Issue Permit Process Area	Process Detail
Trigger Event:	Customer requires a special permit for moving a non-registered (in Nebraska) vehicle
Predecessor Process:	None
Successor Process:	• Collect and distribute fees • No renewal
Systems Used:	• County Vehicle Title Registration (VTR) system • Some low-volume permits are manual and not in the VTR system
Organizations Involved:	• County Treasurer • Nebraska Department of Motor Vehicles (State DMV)
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* • Manual issuance of certain permits and associated record keeping. • Have to use current assessment and registration screens to process permits.

Process Owner:	County treasurers or State DMV execute the process using the county/State VTR system, or manual process, and upload completed electronic transactions to the State Mainframe.
Method of Delivery:	In person at county or State DMV office, or by mail.
Output:	Collection of fees and allocation to appropriate funds. A credential/permit will be issued to the applicant.

3.4 Vehicle Title (Functional Area 2)

The titling process is issuing an official record of ownership of a vehicle to a person or entity. A title is issued in the county where the vehicle has tax situs, with a few exceptions. An owner must receive a title within 30 days of date of purchase or ownership. Only one title is allowed per vehicle and some vehicles are exempt from title requirement, such as certain trailers, mopeds, and snowmobiles.

Figure 3 provide a visual depiction of both the Vehicle Title functional area and the specific steps involved in titling.

Figure 3: Vehicle Title Diagram
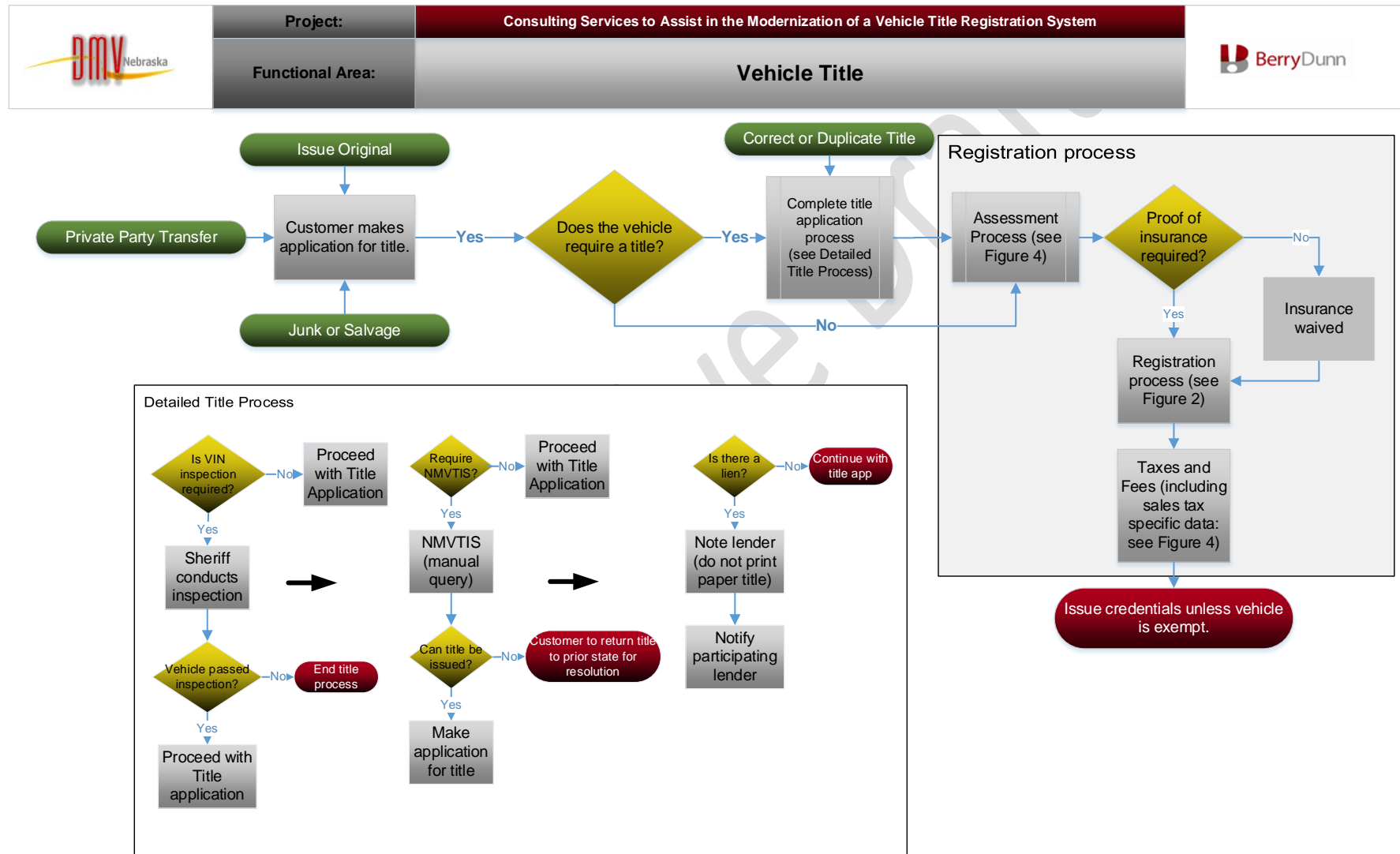
3.4.1 Original Title (New to Nebraska) (Business Process 2.1)

A vehicle being titled in Nebraska for the first time will receive an original title. A Vehicle Identification Number (VIN) and odometer inspection (conducted by the county sheriff or county treasurer) may be required when an original title is issued from proof of ownership other than a Manufacturer's Statement of Origin (MSO). County treasurers have the option to collect the VIN inspection fee on behalf of the county sheriff. A flag in the VTR system allows the county to collect the fee through the VTR system.

The process begins when a customer makes application for title. The chain of title process is carried out (meaning a county review of the paperwork to ensure ownership has been properly transferred is conducted). When the application is submitted, the county treasurer staff enters owner, vehicle, and lien data in the County VTR system. Vehicle Identification Number Analysis (VINA) software is utilized to validate the VIN and populate the vehicle information. If applicable, a third-party financial interest in a vehicle is recorded in the form of a lien.

If the customer intends to title and register the vehicle during the same visit, a "one-stop" process is initiated. The one-stop process allows the county treasurer to title, assess, and register the vehicle through a streamlined process available in the VTR system. If the one-stop process is utilized, the user proceeds to value assessment, registration, and payment of fees. If the customer only wants to title the vehicle, then the customer receives the title only and pays a fee (this scenario is typical of a dealer sale or a vehicle that will not be registered).

Table 3.6 provides a list of details for the Original Title (New to Nebraska) process.

Table 3.6: Original Title (New to Nebraska)—List of Process Details

Original (New to Nebraska) Process Area	Process Detail
Trigger Event:	A customer applies to title a vehicle that is not currently titled in Nebraska
Predecessor Process:	None
Successor Process:	• Assessment and Original Registration • Duplicate title, corrected title, or title transfer • Update National Motor Vehicle Title Information System (NMVTIS)
Systems Used:	• County Vehicle Title Registration (VTR) system • State VTR system • State Mainframe • National Motor Vehicle Title Information System (NMVTIS) standalone inquiry
Organizations Involved:	• County Treasurers • Automobile Dealers • Nebraska Department of Motor Vehicles (State DMV) • County Sheriffs

Original (New to Nebraska) Process Area	Process Detail
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* • County treasurer and State DMV required to conduct standalone, manual lookup of title history on NMVTIS for every title issued from an out-of-State title or when a title document is not presented as a proof of ownership. • Current NMVTIS process results in opportunities for fraud. • Lenders are not required to use the Electronic Lien and Title (ELT) process, which provides opportunities for fraud. • There are two separate workflows for recording a lien: manual and ELT. The result is two flows to manage and manual processes. • There is no real-time Vehicle Identification Number (VIN) verification. The Vehicle Identification Number Analysis (VINA) application used by the State DMV is 30–60 days in arrears on updates to its existing VIN file. • There is no central repository for the title paperwork, which limits auditing capabilities. Upon request, the counties fax/scan the paperwork to the State DMV. • Prior January 1, 2000, State Mainframe record retention was 10 years. If no current registration was present, the title record if over 10 years old was purged from the VTR system. To retrieve the record, microfiche or microfilm must be searched (a daily occurrence). • Recording the correct fuel type has proven challenging. Lack of data validation sometimes results in incorrect designation of fuel type as electric fuel. Correcting this error does not always fully resolve the problem because, if the registration record is corrected to remove the erroneous fuel type, the title record is not automatically updated. • Owner addresses lack uniformity because of lack of data validation and standardization. • Lack of a customer-centric structure requires manual creation of a new owner record for each vehicle.

Original (New to Nebraska) Process Area	Process Detail
	• VTR system limitations made it such that a fee can be waived in nearly any instance. There are little to no checks on the use of no-fee capability, increasing opportunities for fraud. For example, if a regular title is issued by mistake, and later discovered, the county must void it, and issue a no-fee title, even though the transaction is conducted for a vehicle which requires a title fee. • Manual NMVTIS processes are time consuming and costly. • Current NMVTIS process may result in errors to the Nebraska title information. • There is no automatic upload of title application information to the VTR system from dealers, resulting in double or replicated data entry.
Process Owner:	County Treasurers and State DMV
Method of Delivery:	In person, dealer representative, or by mail
Output:	Title document, updated title record, or ELT notification

3.4.2 Junk and Salvage (Including Owner-Retained Salvage) (Business Process 2.2)

A vehicle that sustains a certain amount of damage may be declared either junk (cannot be registered for road use) or salvage (can be registered for road use after repair). A vehicle declared "junk" is marked as such in the VTR system. No title is issued. A "salvage" vehicle is issued a new title with the salvage designation.

If a vehicle is declared junk by the owner, the owner will surrender title to the county treasurer in person or by mail. The county treasurer mails the surrendered title to the State DMV. The State DMV will update the State VTR system, State Mainframe, and County VTR system title record as junk. The owner may apply for a refund of the unused fees and taxes if the vehicle is currently registered.

A salvaged title is issued to a vehicle where damage exceeds 75% of retail value and may be registered again if repaired. There are two processes used to identify a vehicle as salvaged: non-owner-retained salvage and owner-retained salvage. Owner-retained salvage occurs when an owner decides to retain a vehicle after it is declared salvage. Non-owner-retained salvage occurs when the owner decides not to retain the vehicle after it is declared salvage. In a non-owner-retained salvage scenario, the insurance company surrenders the title of the salvaged vehicle and makes application for a new title. The county treasurer issues a salvaged title to the insurance company. In an owner-retained salvage scenario, the insurance company files a notice with the State DMV of owner's intent to retain the salvaged vehicle. The State DMV updates the State VTR system, State Mainframe, and County VTR system records with a

salvage indicator. The owner makes an application for salvage title, and the county treasurer issues a salvaged title.

After the vehicle has been repaired, a VIN and odometer inspection is required. If an inspection produces adverse results, the title application process ends. If the vehicle passes an inspection, the owner makes application for the previously salvaged title. The county treasurer will issue the previously salvaged title upon payment of fee.

If the owner wants to register the vehicle, the one-stop process is initiated. If not, the owner will receive the title only.

Table 3.7 provides a list of details for the Junk and Salvage (Including Owner-Retained Salvage) process.

Table 3.7: Junk and Salvage (Including Owner-Retained Salvage)—List of Process Details

Junk and Salvage Process Area	Process Detail
Trigger Event:	Occurrence resulting in junk or salvage determination (automobile accident, flood, significant damage to vehicle)
Predecessor Process:	Title and registration in Nebraska or out-of-state title labeled salvage
Successor Process:	• Issuance of new salvaged title • Vehicle may be sold on a Junk Vehicle Bill of Sale • Issuance of a new title with previously salvaged brand • Update National Motor Vehicle Title Information System (NMVTIS)
Systems Used:	• County Vehicle Title Registration (VTR) system • State VTR system • State Mainframe
Organizations Involved:	• County Treasurers • County Sheriffs • Nebraska Department of Motor Vehicles (State DMV) • Insurance Companies • Salvage Pool Operators • Auto Recyclers
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* • Reliance on customer to provide title for reissuance. • Reliance on insurance and recycler to send in paperwork correctly. • Junk record does not update the registration record, which provides opportunity for erroneous registration renewals.

Junk and Salvage Process Area	Process Detail
	• Owner retained process is administered manually.
	• Junk requests are filed at the county treasurer, but mailed to the State DMV for processing.
	• Junk information can be out of sync between State DMV records and NMVTIS.
	• Junk title process is administered manually by the State DMV.
Process Owner:	County Treasurers and State DMV
Method of Delivery:	In-person or by mail
Output:	Issuance of salvage title or update the title record

3.4.3 Used Vehicle Title Transfer (Business Process 2.3)

Used Vehicle Transfer is the transfer of a Nebraska vehicle title from one Nebraska resident to another. This process could include a sale from a car dealership to an individual or company within Nebraska, and not just a sale between two individuals.

When a customer purchases a vehicle with a Nebraska title, the new owner completes and submits the title application to the county treasurer. The county treasurer reviews the existing title document to ensure signatures and odometer information are completed accurately. New owner information is entered in the County VTR system (VIN verification, if not done in the past, and the lien).

If the owner wishes to register the vehicle, they proceed to the one-stop process, where assessment and registration are completed and, fees and taxes paid. If not, owner receives title only and pays the title fee.

Table 3.8 provides a list of details for the Used Vehicle Title Transfer process.

Table 3.8: Used Vehicle Title Transfer—List of Process Details

Used Vehicle Transfer Process Area	Process Detail
Trigger Event:	Customer purchases vehicle
Predecessor Process:	Original title issued
Successor Process:	• Duplicate, corrected, or transferred title • Assessment • Registration • Update National Motor Vehicle Title Information System (NMVTIS)
Systems Used:	• County Vehicle Title Registration (VTR) system • State Mainframe • State VTR system

Used Vehicle Transfer Process Area	Process Detail
Organizations Involved:	• County Treasurers • Nebraska Department of Motor Vehicles (State DMV) • Automobile Dealers
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* • There is no automatic upload of title application information to the VTR system from dealers, resulting in double or replicated data entry. • Lenders are not required to use the Electronic Lien and Title (ELT) process, which provides opportunities for fraud. • There are two separate workflows for recording a lien: manual and ELT. The result is two flows to manage and manual processes. • There is no real-time Vehicle Identification Number (VIN) verification. The Vehicle Identification Number Analysis (VINA) application used by the State DMV is 30–60 days in arrears on updates to its existing VIN file. • There is no central repository for the title paperwork, which limits auditing capabilities. Upon request, the counties fax/scan the paperwork to the State DMV. • Prior January 1, 2000, State Mainframe record retention was 10 years. If no current registration was present, the title record if over 10 years old was purged from the VTR system. To retrieve the record, microfiche or microfilm must be searched (a daily occurrence).Owner addresses lack uniformity because of lack of data validation and standardization. • Lack of a customer-centric structure requires manual creation of a new owner record for each vehicle. • VTR system limitations require a fee waiver option for title issuance, which creates opportunities for fraud.
Process Owner:	County Treasurers and State DMV
Method of Delivery:	In person or by mail
Output:	New Nebraska title and lien notification

3.4.4 Correct or Duplicate Title (Business Process 2.4)

A title will be corrected if there are misspellings of names or any particulars on the title that are incorrect. A duplicate title is a reprint of an existing title that was lost or stolen. In both cases, a new title document is issued.

The process is triggered by a lost or stolen title, or the need to correct information on an existing title. The process begins with an existing Nebraska title. If this is a duplicate title request (the title is lost or stolen), the owner or lien holder, if applicable, completes the duplicate title application. The county office or State DMV locates the current title record in the VTR. The customer pays a duplicate title fee and, when applicable, a fee for reissuance of the registration.

If a title contains erroneous information, the county treasurer or State DMV will enter title data in the County VTR or State VTR system. VIN verification is completed if the VIN is modified or if not previously completed. The erroneous data is corrected. For both duplicate and corrected titles, a registration is reissued. A corrected or duplicate title is issued.

Table 3.9 provides a list of details for the Correct or Duplicate Title process.

Table 3.9: Correct or Duplicate Title—List of Process Details

Correct or Duplicate Title Process Area	Process Detail
Trigger Event:	Customer requests reissuance of title as a result of lost or incorrect title. County treasurer initiates upon discovery of error.
Predecessor Process:	Original title
Successor Process:	• Duplicate title, or corrected title • Registration issuance • Used Vehicle Transfer • Update National Motor Vehicle Title Information System (NMVTIS)
Systems Used:	• County Vehicle Title Registration (VTR) system • State VTR system • State Mainframe
Organizations Involved:	• County Treasurers • Nebraska Department of Motor Vehicles (State DMV)
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* • Generating a duplicate title requires a new registration to be generated. This is due to the lack of communication between title transactions and registration records. • Inability to distinguish fuel type if there is a discrepancy between title and registration (data

Correct or Duplicate Title Process Area	Process Detail
	standardization issue).
	• Current presentation of title screen does not provide all necessary data to verify accuracy prior to issuance.
	• Currently requires a paper application process, due to notarization requirements.
Process Owner:	County Treasurers and State DMV
Method of Delivery:	In-person or by mail
Output:	Title or new electronic title record, and lien notification

3.4.5   Lien Processing (Including ELT) (Business Process 2.5)

A lien is a security interest in a vehicle. In Nebraska, an optional Electronic Lien and Title (ELT) process became effective November 1, 2010. The program provides electronic transmission of lien data between lenders and the State DMV. Participating lenders are notified electronically when a lien is recorded, and have a means to electronically notify the State DMV when the lien is released. Lenders not partaking in the program receive no notification the lien was successfully recorded by the State DMV.

The lien recording and releasing process has a number of sub-processes: Note Lien, Request a Paper Title, Convert to ELT, and Release Lien.

3.4.5.1 Note Lien

To note or record a lien, the county treasurer or State DMV must first determine if there is an existing Nebraska title. If no Nebraska title has been issued, one of the above described title issuance processes must occur. The entity requesting the lien must present a Nebraska title document (unless an electronic title record with existing open lien is present), along with a security agreement or other evidence of lien, and the appropriate fee. The lien is recorded in the County VTR or State VTR system.

If the lienholder is an ELT participating lender, the ELT process begins. If not, the lien is recorded and the process ends. Once the lien is noted, the title is stored electronically by the State DMV and a title receipt is printed and may be provided to the vehicle owner.

Table 3.10 provides a list of details for the Note Lien process.

Table 3.10: Note Lien—List of Process Details

Note Lien Process Area	Process Detail
Trigger Event:	Owner authorizes the vehicle to be used as collateral
Predecessor Process:	Original title or new to Nebraska title process
Successor Process:	• Request for paper title • Release of lien
Systems Used:	• County Vehicle Title Registration (VTR) system

Note Lien Process Area	Process Detail
	• State VTR system • State Mainframe
Organizations Involved:	• County Treasurers • Nebraska Department of Motor Vehicles (State DMV) • Lenders • ELT Providers (an entity who has entered into a written agreement with the State DMV to provide Electronic Lien and Title [ELT] services for participating lenders)
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* • Lenders are not required to use the ELT process. By not having ELT mandated, opportunities for fraud exist. • There are two separate workflows for recording a lien: manual and ELT. The result is two flows to manage and manual processes. • Tracking of ELT lenders requires manual entry by State DMV three separate times. • No existing mechanism to cleanly associate sub-lenders with a master lender or parent lender. Individual branches of lender institutions require separate lender IDs. • Title information can be out of sync due to network errors, correcting errors is a time-consuming process.
Process Owner:	County Treasurers, ELT Providers, and State DMV
Method of Delivery:	Electronically
Output:	Recorded lien

3.4.5.2 Request Paper Title

The process of printing and mailing titles requested by lenders is completed at the State DMV. There are 100–200 of these transactions per day. Over 500 requests for paper titles from non-ELT participating lenders are processed monthly.

The lender begins the process by making a request for paper title. If the lender does not participate in ELT, an Application for Request of Paper Title must be submitted to the State DMV. The State DMV manually enters the request into the State VTR system. This activity updates the State Mainframe and the County VTR system in the county where the title was issued. The title is printed at the State DMV and mailed as directed by the requesting lender.

If the request comes from an ELT participating lender, an electronic transaction is submitted to the State Mainframe, which updates the County VTR and State VTR system. The State DMV prints a title via the State VTR system, with recorded lien on it, and mails it as directed by the requesting lender.

Table 3.11 provides a list of details for the Request Paper Title process.

Table 3.11: Request Paper Title—List of Process Details

Request Paper Title Process Area	Process Detail
Trigger Event:	Lender requests a paper title
Predecessor Process:	Note a lien
Successor Process:	• Lien Release
Systems Used:	• State Mainframe • State Vehicle Title Registration (VTR) system • County VTR system
Organizations Involved:	• Nebraska Department of Motor Vehicles (State DMV) • Lenders • Electronic Lien and Title (ELT) Providers
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* • The State DMV must conduct two processes based on which status that the lender has: ELT or non-ELT. • Non-ELT is a manual process, which is time consuming and costly. • Lenders are not required to use the ELT process. By not having ELT mandated, opportunities for fraud exist.
Process Owner:	State DMV
Method of Delivery:	Electronically, in person, by mail, or by fax
Output:	Paper title

3.4.5.3 Convert to ELT

A lender not participating in the ELT program may request to be in the program. This process can work the other way, where ELT can ask to become non-ELT. Either way, the State DMV will leave existing electronic liens as electronic liens.

The interested lender will make a request for ELT status by completing the Nebraska Electronic Lien and Title Lender Application (an entity may also become a provider, which requires completion of a similar form). A new vendor will be required to send test data prior to authorization to join the program. The bank file on the State VTR system is manually updated and a copy is electronically distributed to County VTR system, and the lender added to the list of participating lenders.

Table 3.12 provides a list of details for the Convert to ELT process.

Table 3.12: Convert to ELT—List of Process Details

Convert to ELT Process Area	Process Detail
Trigger Event:	Interest in being an Electronic Lien and Title (ELT) provider or lender
Predecessor Process:	None
Successor Process:	• Notification of noted liens, request for paper title, or release a lien via the ELT process
Systems Used:	• County Vehicle Title Registration (VTR) system • State VTR system • State Mainframe
Organizations Involved:	• ELT Lenders • ELT Providers • Nebraska Department of Motor Vehicles (State DMV)
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* • Copy of bank file distributed to the County VTR system may be out of sync with the State VTR system. • Tracking of ELT lenders requires manual entry by State DMV three separate times.
Process Owner:	State DMV
Method of Delivery:	Paper application
Output:	Add to list of ELT providers or lenders

3.4.5.4 Release Lien

A request for a release of a previously noted lien may be submitted by a lender, owner, or dealership to a county treasurer or State DMV. The State DMV processes 300–600 lien release requests daily, and a paper title is printed. The process differs depending on if the lender participates in ELT and if a paper title exists.

If a paper title exists, the lender must release the lien on the face of the title and submit to a county treasurer or State DMV. The county treasurer or State DMV will release the lien on the County VTR system or State VTR system, stamp the title as "lien released," and return to the current owner.

If no paper title exists, a notarized application for lien release must be submitted to the county treasurer or State DMV. The county treasurer or State DMV will release the lien on the County VTR system or State VTR system, and, if no other open lien exists, a title will be print and be provided to the current owner.

A participating ELT lender submits an electronic lien release transaction to the State Mainframe, which updates the County VTR system and State VTR system. The State DMV prints a title via the State VTR system and mails it as directed by the lender.

Table 3.13 provides a list of details for the Release Lien process.

Table 3.13: Release Lien—List of Process Details

Release Lien Process Area	Process Detail
Trigger Event:	A vehicle owner satisfies a lien noted on a Nebraska title
Predecessor Process:	Note lien
Successor Process:	None
Systems Used:	• County Vehicle Title Registration (VTR) system • State VTR system • State Mainframe
Organizations Involved:	• Lenders • Dealers • County Treasurers • Nebraska Department of Motor Vehicles (State DMV) • Electronic Lien and Title (ELT) Providers
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* • Title information can be out of sync due to network errors, correcting these errors is a time-consuming and costly process. • The State DMV must conduct two processes based on which status the lender has: ELT or non-ELT. • Non-ELT is a manual process, which is time consuming and costly. • Lenders are not required to use the ELT process. By not having ELT mandated, opportunities for fraud exist.
Process Owner:	County Treasurers and State DMV
Method of Delivery:	In person, by mail, or fax
Output:	Record update, and print new title

3.4.6 NMVTIS (Business Process 2.6)

The State DMV is a full participant in the National Motor Vehicle Title Information System (NMVTIS), a program mandated by the U.S. Department of Justice. The State DMV both sends and retrieves data on vehicles in other motor vehicle jurisdictions in the NMVTIS system (a minority of jurisdictions are send only).

3.4.6.1 Update NMVTIS

The State DMV provides new title, brand, and owner-retained salvage data to NMVTIS through a daily batch process. The process begins by issuance of a title or entry of owner-retained salvage. Not all title data is required to be provided to NMVTIS, the determination is based upon vehicle type collected at time of title issuance. If not required, the process ends and no data is sent to NMVTIS. If the vehicle must be reported, the title data is added to the batch file, which is provided to NMVTIS. The State DMV does not send "stolen" information to NMVTIS.

The State DMV receives Summary, Errors, and Warnings (SEW) files from NMVTIS. This includes records of title surrenders to other states, which allows the State DMV to electronically update records on the State Mainframe as surrendered (change state of title [CSOT]). The State Mainframe updates the County VTR system.

Table 3.14 provides a list of details for the Update NMVTIS process.

Table 3.14: Update NMVTIS —List of Process Details

Update NMVTIS Process Area	Process Detail
Trigger Event:	Title issuance, notice of owner-retained salvage, or notice of junked vehicle
Predecessor Process:	Title issuance, junk, or salvage designation
Successor Process:	• Change, correct, or duplicate title • Void title • Title transfer
Systems Used:	• State Mainframe • County Vehicle Title Registration (VTR) system
Organizations Involved:	• Nebraska Department of Motor Vehicles (State DMV) • County Treasurers • American Association of Motor Vehicle Administrators (AAMVA)
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* • The current National Motor Vehicle Title Information System (NMVTIS) process results in opportunities for fraud. • Synchronization issues lead to incomplete/incorrect information in NMVTIS. • The current NMVTIS process may result in errors to the NMVTIS data. • Need to manually review and correct records. • Manual NMVTIS processes are time consuming

Update NMVTIS Process Area	Process Detail
	and costly.
Process Owner:	State DMV
Method of Delivery:	Electronic batch mode
Output:	NMVTIS batch file

3.4.6.2 Undo NMVTIS Update

A voided title transaction that does not occur on the same day as the issuance does not trigger an automatic update to NMVTIS. The county treasurer calls the State DMV help desk, requesting to void the title in the County VTR system. Once the record is voided, the State DMV manually creates an undo record on the State Mainframe, which is included in the batch update to NMVTIS.

Table 3.15 provides a list of details for the Undo NMVTIS Update process.

Table 3.15: Undo NMVTIS Update—List of Process Details

Undo NMVTIS Process Area	Process Detail
Trigger Event:	Voided title
Predecessor Process:	Title issuance, notice of owner-retained salvage, or notice of junked vehicle
Successor Process:	• Change, correct, or duplicate title • Title transfer
Systems Used:	• State Mainframe • County Vehicle Title Registration (VTR) system • National Motor Vehicle Title Information System (NMVTIS) standalone inquiry
Organizations Involved:	• Nebraska Department of Motor Vehicles (State DMV) • County Treasurers • American Association of Motor Vehicle Administrators (AAMVA)
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* • The current NMVTIS process results in opportunities for fraud. • Need to manually review and correct records. • Synchronization issues lead to incomplete/incorrect information in NMVTIS. • Manual NMVTIS processes are time consuming and costly. • The current NMVTIS process may result in errors to the NMVTIS data.

Undo NMVTIS Process Area	Process Detail
Process Owner:	County Treasurers and State DMV
Method of Delivery:	Electronic batch mode
Output:	NMVTIS batch file

3.5 Fees and Taxes (Functional Area 3)

As one of the revenue generators for state and local government, the fees and taxes collected by the State VTR system make up one of its key functional areas. Within Fees and Taxes there are four separate business processes: Calculate Fees and Taxes, Point-of-Sale Collection, Mail-in/Internet Collection, and Fee Accounting and Distribution. These four processes make up the day-to-day management and accounting of income collected by the VTR system to include the distribution of funds.

In addition to fees, there are up to three separate taxes that can be levied during a typical titling or registration transaction. These taxes include the motor vehicle tax, sales tax, and wheel tax. The wheel tax is assessed in five cities: Lincoln, Omaha, Farnam, Arlington, and Hastings. While each of these taxes are assessed locally, it is the duty of the county treasurer to collect them. Additionally, the City of Omaha, in Douglas County, may assess a late fee on payment of a wheel tax.

Figure 4 on the following page provides a visual depiction of the Fees and Taxes functional area.

Figure 4: Fees and Taxes Functional Area

	Project:	Consulting Services to Assist in the Modernization of a Vehicle Title Registration System	
DMV Nebraska	Functional Area:	**Fees and Taxes**	BerryDunn

Fund names
$ amount
By cashier,
office or
county

VTR totals

Post to county
general ledger

Distribution via
general ledger or
VTR

Sales tax to
Department of
Revenue

Non state checks

Enter $ amount on
State Treasurer web
form

State pulls $ into into
state funds

Detailed Assessment Process

Assign tax district

Determine value:
MSRP, GVWR,
Date of purchase
(Prime Media)

Apply Tax Flag

Determine Plate type,
Plate class
Registration weight
Fuel type, plate issuance

Apply credits: Sales
price
Rebate
Trade-in
Number of wheels

Finalize Assessment

Calculate fees/taxes

MV Tax - state
MSRP or GVWR
=> base tax
X age 13 year

>7 tons GVWR use
GVWR
<MSRP

MV Fee
MSRP or GVWR
=> base fee
1-5 100% | 6-10 70%
11> 35%

Registration Fee
Plate type / class
Vehicle use
WT- Registered
Weight

Additional Fees
-EMS $0.50
-DMV $2.00
-CTY $1.50
-Road $1.50

Local
Wheel tax – city (5)
-plate type/reg
weight

5% state
.5 to 2.0% city
.5 to 2.0% county
>30 days $5 penalty

Sales tax
Price paid
-Rebate
-Trade-in

3.5.1 Calculate Fees and Taxes (Business Process 3.1)

The Calculate Fees and Taxes Business process involves the determination of amounts owed as the result of up to eight potential assessments levied during titling, registration, and inventory management. These include the Motor Vehicle Tax, Motor Vehicle Fee, Registration Fee, Additional Fees (statutorily required for all registration transactions), Specialty Plate Fee, Alternative Fuel Fee, Wheel Tax, and Sales Tax. Motor vehicle fees/taxes and registration fees are separate assessments and are calculated in different manner from each other.

Each one of these fees and taxes is calculated using a different method outlined below:

1. **Motor Vehicle Tax.** In most cases, the motor vehicle tax is assessed based on either the manufacturer's suggested retail price (MSRP) or the Gross Vehicle Weight Rating (GVWR). The determining factor in which method is chosen is the weight of the vehicle. If the vehicle being registered is greater than seven tons, GVWR is used. The MSRP or GVWR are used to establish a base tax. Every year for the following 13 years after the initial registration, the tax collected is a portion of the base tax, which declines with age. After 13 years, no Motor Vehicle Tax will be assessed to the vehicle.

2. **Motor Vehicle Fee.** In most cases, the motor vehicle fee is determined using a similar process to the Motor Vehicle Tax above. The fee is assessed based on either the MSRP or the GVWR, if the vehicle exceeds seven tons. In both cases, the vehicle is assigned a base motor vehicle fee, upon which both current and future fees will be calculated. For the first five years, the registrant must pay 100% of the base fee. After this, the annual fee will drop to 70% of the base fee through year 10 of the vehicle's life. For year 11 and beyond, the annual fee will drop to 35% of the base fee.

3. **Registration Fee and Additional Fees.** The fee is based on the type, use, and registered weight of the vehicle being registered. VTR utilizes plate type and plate class descriptors to identify the vehicle type and use. Plate type, plate class, and registered weight data is used to compute registration fees via a set of calculations programmed into VTR. Additional Fees are assessed for all registrations issued. The Additional Fees total $5.50 and are made up of several components.

4. **Specialty Plate Fee, Alternative Fuel Fee, Wheel Tax, and Sales Tax.** These are determined as follows: Specialty Plate Fees are assessed depending on the chosen plate. The Alternative Fuel Tax for electric vehicles is assessed as a flat $75 fee per vehicle. The Wheel Tax, which is assessed in five cities throughout the State, is collected by the County VTR system on behalf of the respective municipality and is calculated based on vehicle type, use, and registered weight. Finally, the Sales Tax is determined based upon the actual cost of the vehicle minus the value of any rebates or trade-ins.

Table 3.16 provides a list of details for the Calculate Fees and Taxes process.

Table 3.16: Calculate Fees and Taxes—List of Process Details

Calculate Fees and Taxes Process Area	Process Detail
Trigger Event:	Owner request for registration
Predecessor Process:	Title, Registration, or Renewal Notice
Successor Process:	• Point-of-Sale (POS) Collection • Mail-in/Internet Collection
Systems Used:	• County Vehicle Title Registration (VTR) system • State VTR system • State Mainframe • Nebraska.gov
Organizations Involved:	• County Treasurers • Nebraska Department of Motor Vehicles (State DMV) • Nebraska.gov
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* • Taxes and fees must be collected in county where vehicle has tax situs. • By Nebraska statutes, each of the 93 county treasurers provide registration and titling services working as agents of the State DMV. Costly resources including hardware, software, IT systems, help desk services, materials, leadership and direction are provided to all 93 county treasurers at the expense of the State DMV. • State DMV has limited oversight and auditing authority which inhibits consistent and uniform services to Nebraskans regardless of residency. • There is no real-time access to MSRP data. The MSRP data used by the DMV is 30–45 days in arrears on updates to its existing file which results in frequent manual updates by the State DMV help desk.
Process Owner:	County Treasurers and State DMV
Method of Delivery:	In person, by mail, or online
Output:	Registration or title, revenue

3.5.2 Point-of-Sale/Mail-in Collection (Business Process 3.2)

The Point-of-Sale (POS) Collection process includes taxes and fees assessed and collected during title and registration issuance. The process is triggered in either the Vehicle Title or Vehicle Registration functional areas when a fee or tax must be collected as part of the transaction.

The County VTR or State VTR system calculates the amount of fees and taxes the owner is responsible for as part of their current transaction. The customer determines the method of payment they would prefer to use. If the customer is using cash, the transaction is recorded under the category of "cash." Similarly, if the customer is paying by check, the transaction is recorded under the category of "check." The County VTR system does not have the ability to mark payments made with credit cards. Accordingly, these transactions must be labeled as cash or check payments.

Customers also have the ability to pay their required taxes and fees via mail. Functionally, this process is very similar to a POS, with the County VTR system calculating the necessary amount that must be paid. The customer can choose either cash or check when paying by mail and provides this in an envelope addressed to the respective county office.

The County VTR or State VTR system records fees and taxes based on the fund name and the total amount received, as well as by cashier, office, and the county in which the office is located. Once recorded, the County VTR system provides reports and data extracts, which outline the distribution of these funds.

Table 3.17 provides a list of details for the Point-of-Sale/Mail-in Collection process.

Table 3.17: Point-of-Sale/Mail-in Collection—List of Process Details

Point-of-Sale/Mail-in Collection Process Area	Process Detail
Trigger Event:	Title or registration issuance
Predecessor Process:	Registration or Titling
Successor Process:	- Fee and Tax Accounting - Fee and Tax Distribution - Managing insufficient payment
Systems Used:	- County Vehicle Title Registration (VTR) system - State VTR system
Organizations Involved:	- County Treasurers - Nebraska Department of Motor Vehicles (State DMV)
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* - No mechanism for collection of tax assessed to car rental agencies. - By Nebraska statutes, each of the 93 county

Point-of-Sale/Mail-in Collection Process Area	Process Detail
	treasurers provide registration and titling services working as agents of the State DMV. Costly resources including hardware, software, IT systems, help desk services, materials, leadership and direction are provided to all 93 county treasurers at the expense of the State DMV. • State DMV has limited oversight and auditing authority which inhibits consistent and uniform services to Nebraskans regardless of residency.
Process Owner:	County Treasurers and State DMV
Method of Delivery:	In person
Output:	Collection of fees and taxes

3.5.3   Internet Collection (Business Process 3.3)

The collection of fees and taxes, when completed online, represents a separate business process from in-person POS or mail-in transactions. The process is triggered by a vehicle owner request for online registration renewal through a Nebraska.gov service.

Using the portal at Nebraska.gov, an owner has the ability to pay taxes and fees assessed as part of their online transaction. The transaction is routed to the corresponding county of registration. Similar to a POS collection, the County VTR system calculates the amount the customer is liable for. The customer may use either a credit card or an e-check as their method of payment.

The VTR system will total the online transactions based on the fund name and the total amount received, as well as by cashier, office, and the county in which the customer resides. Once totaled, the County VTR system provides reports and data extracts, which outline the distribution of these funds. At this point, the process of collection is complete and the accumulated funds can be dispersed.

Table 3.18 provides a list of details for the Internet Collection process.

Table 3.18: Internet Collection—List of Process Details

Internet Collection Process Area	Process Detail
Trigger Event:	Customer request for online service.
Predecessor Process:	Registration Renewal notice
Successor Process:	• Fee Accounting and Distribution
Systems Used:	• County Vehicle Title Registration (VTR) system • State Mainframe • Nebraska.gov Online

Internet Collection Process Area	Process Detail
Organizations Involved:	• County Treasurers • Nebraska Department of Motor Vehicles (State DMV) • Nebraska.gov
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* • The VTR system does not have the ability to indicate a credit card was used as payment, credit card payments must be labeled as cash or check.
Process Owner:	County Treasurers and State DMV
Method of Delivery:	Online and mailed credential
Output:	Registration and revenue distribution

3.5.4 Fee and Tax Accounting and Distribution (Business Process 3.4)

Within the Fees and Taxes functional area, the concluding business process is Fee and Tax Accounting and Distribution. The collected fees and taxes include the Title Fee, Lien Notation Fee, Motor Vehicle Tax, Motor Vehicle Fee, Registration Fee, Additional Fee, Specialty Plate Fee, Alternative Fuel Fee, Wheel Tax, and Sales Tax. After the fees and taxes have been calculated and the customer has provided payment, the County VTR or State VTR system provides reports and data extracts, which are used for balancing and distribution of funds. The county treasurers utilize the reports and extracts for posting to the county's general ledger.

The fees to be distributed to State funds are manually entered on the State Treasurer's Web-based reporting system. The State Treasurer electronically collects the allocations and distributes to the appropriate funds. This includes the small portion retained by the State DMV. The portion of the fees retained by the counties and Motor Vehicle Tax is distributed direct to the appropriate city, county fund, or school district by the county treasurer.

Motor Vehicle Tax is distributed as follows: the county retains 1%; of the remaining, 60% is allocated to the local school districts and 40% is split between the appropriate city and county. It should be noted, while the proportion between counties and cities may change based on situs of each vehicle, the portion which goes to the school districts will always be 60%.

The Motor Vehicle Fee is distributed into a fund managed by the Nebraska Department of Roads (NDOR). The monies in this fund are eventually redistributed to the cities and counties for road maintenance.

Vehicle registration fees are distributed to the Highway Trust Fund, managed by the NDOR. Separate from the base vehicle registration fee are the Additional Fees, which include: the Nebraska Emergency Medical System Operations Fund (EMS) ($.50); the State DMV Cash Fund ($2.00); the Recreational Road Fund ($1.50); and the County General Fund ($1.50).

The sales tax is distributed to the Nebraska Department of Revenue.

Table 3.19 provides a list of details for the Fee and Tax Accounting and Distribution process.

Table 3.19: Fee and Tax Accounting and Distribution—List of Process Details

| Fee and Tax Accounting and Distribution Process Area	Process Detail
Trigger Event:	Fee and Tax collection
Predecessor Process:	Fee and Tax collection
Successor Process:	None
Systems Used:	• County Vehicle Title Registration (VTR) system • State VTR • State Treasurer web-based reporting system
Organizations Involved:	• County Treasurers • Nebraska Department of Motor Vehicles (State DMV) • State Treasurer
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* • The State DMV is dependent on counties for tax and fee collection and distribution. The additional level of collection and distribution creates complexities that would not or be less likely to exist with collection and distribution by a single entity. • Manual entry to general ledger systems in some counties creates opportunity for error or fraud. • Manual entry to State Treasurer Web-based reporting system creates opportunity for error or fraud.
Process Owner:	County Treasurers, State Treasurer, and State DMV
Method of Delivery:	Electronic or by mail
Output:	Distribution of taxes and fees

3.6 Inventory Management (Plates and Decals) (Functional Area 4)

The Inventory Management function supports the Vehicle Registration function in issuing identifying credentials for vehicles. These credentials display the assigned license plate number, yearly validation decal, tonnage decal, or other identifying permit. The license plates are considered "controlled" inventory in that they are tracked in the plate management application on the County and State VTR systems and accounted for in terms of when they are issued and to which registration they are assigned. The assignment of plate inventory to a county is tracked and recorded in the County and State VTR systems to assist the county treasurer with determining if an adequate supply of plates is on hand.

Most other inventory items, such as yearly validation decals, are not numbered or controlled, and the inventory function is simply to provide and monitor supplies to accommodate the registration activity for each county treasurer.

Figure 5 on the following page provides a visual depiction of the Inventory Management (Plates and Decals) functional area.

Figure 5: Inventory Management (Plates and Decals) Functional Area
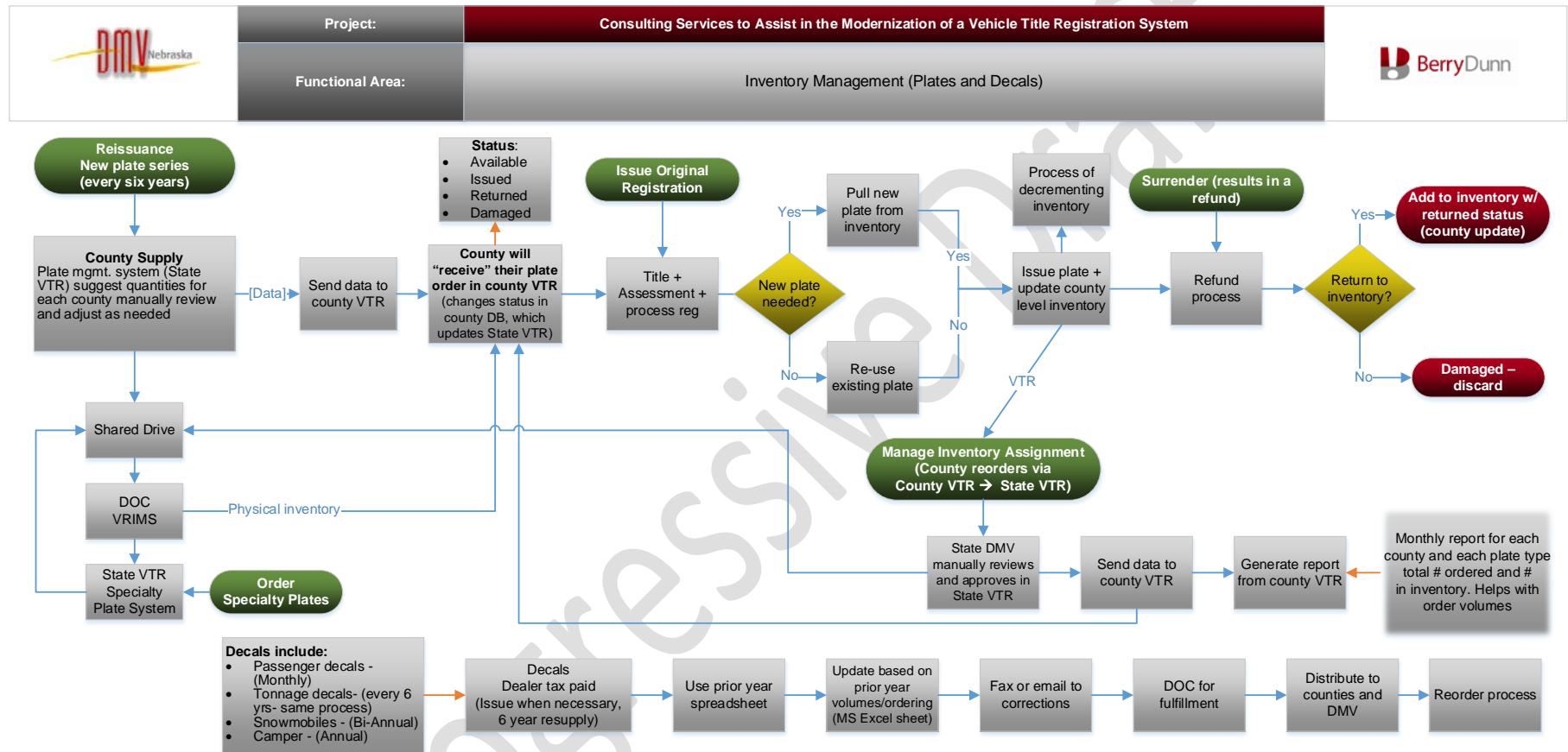
3.6.1 Issue Original Plate and Decal (Business Process 4.1)

The original issuance of license plates occurs in the registration process when the owner does not have an existing license plate to assign to the vehicle. When the county treasurer needs to assign a plate, the appropriate plate type (e.g., passenger, motorcycle, etc.) is manually drawn from the office inventory and entered into the County VTR system to assign the plate number to the registration record for the vehicle. For those plates that are not specialty plates, the plate number must be found in the Plate Management application. If not found, the plate number must be entered into the Plate Management application by the county treasurer prior to assigning to a vehicle. Specialty plate numbers must be found in the Specialty Plate application. If not found, the county treasurer must contact the State DMV for assistance.

In 90 counties, license plates have a one or two-digit numerical prefix, indicating the county of registration followed by the sequential number of the plate. In the three most populated counties (Douglas, Lancaster, and Sarpy), the license plates are an alpha-numeric configuration and do not designate the county of issue. Original issue plate transactions, along with transfers and renewals, will also receive a validation decal, reflecting the expiration year and month of the registration.

The plate number assigned to the vehicle becomes part of the registration record stored in the County VTR system and updated to the State Mainframe to become part of the current registration record.

Table 3.20 provides a list of details for the Issue Original Plate and Decal process.

Table 3.20: Issue Original Plate and Decal—List of Process Details

Issue Original Process Area	Process Detail
Trigger Event:	Owner request for registration
Predecessor Process:	Titling in some cases, always assessment
Successor Process:	• Six-year reissuance • Refund • Transfer • Replacement
Systems Used:	• County Vehicle Title Registration (VTR) system • State VTR system • State Mainframe • Vehicle Registration Information Management System (VRIMS)
Organizations Involved:	• County Treasurers • Nebraska Department of Motor Vehicles (State DMV) • Department of Correctional Services (DOC)

Issue Original Process Area	Process Detail
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* • There is no automatic assignment of plate number in all cases. • Reuse of plate numbers creates potential liability for the new plate owner. • Inventory records retained on the County VTR system are not always reflective of the actual numbers in the physical inventory. • Managing inventory in 97 locations is difficult, time consuming, and costly. • Decals are not inventoried or connected to a specific registration.
Process Owner:	County Treasurers and State DMV
Method of Delivery:	In-person or by mail
Output:	Plate, decal(s), and registration

3.6.2 Plate Reissuance (Business Process 4.2)

Current Nebraska State statute requires the statewide reissuance of license plates every six years, commonly referred to as a "plate-year." In the plate-year, registration renew transactions are issued a new plate(s) in addition to validation decals. As a part of the plate-year process additional inventory must be supplied to the counties and unused prior year plates will be disposed. The State DMV works with the county inventory files on the VTR system to determine plate assignment volumes and transaction rates to ensure an adequate supply is available for the registrations and to mitigate excess inventory.

In 90 counties, the numbers are duplicated between the current and previous plate series. County treasurers attempt to assign the same plate numbers to the same owners/vehicles, as frequently as possible. In the three most populated counties, the plate numbers are not duplicated, and vehicle owners are assigned a new plate number.

Table 3.21 provides a list of details for the Plate Reissuance process.

Table 3.21: Plate Reissuance—List of Process Details

Reissuance Process Area	Process Detail
Trigger Event:	Statutorily scheduled intervals of six years
Predecessor Process:	Previous reissuance +6 years
Successor Process:	• Manage inventory assignment
Systems Used:	• State Vehicle Title Registration (VTR) system • County VTR system

Reissuance Process Area	Process Detail
	• Vehicle Registration Information Management System (VRIMS) • Nebraska Department of Motor Vehicles (State DMV) Shared Server
Organizations Involved:	• County Treasurer • State DMV • Department of Correctional Services (DOC)
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* • No direct link from the State VTR system to State plate production software (VRIMS). • Must upload specialty plate order from the State DMV shared drive to VRIMS, which is a separate, manual process. • No link from VRIMS back to the County VTR system. As a result, manual inventory updates are required. • Manual comparison of current order vs. previous initial order. (No confidence in numbers generated.) • Duplicated plate numbers between two plate series causes misidentification of owner information for users of VTR system data.
Process Owner:	County Treasurers and State DMV
Method of Delivery:	Mail or delivery service
Output:	License plates

3.6.3 Plate Surrender/Refund (Business Process 4.3)

If an owner no longer owns a vehicle or removes it from operation on the roads, they may surrender the license plates and apply for a refund of the unused registration fees and taxes. The refund process is initiated by the owner's request for the refund. The plates are collected from the owner and either placed back into inventory for reassignment to another registration or disposed of. The county treasurer updates the registration status on the County VTR system and an update is sent to the State Mainframe.

Table 3.22 provides a list of details for the Plate Surrender/Refund process.

Table 3.22: Plate Surrender/Refund—List of Process Details

Surrender/Refund Process Area	Process Detail
Trigger Event:	Owner request for refund
Predecessor Process:	Plate and registration issuance

Surrender/Refund Process Area	Process Detail
Successor Process:	None
Systems Used:	• County Vehicle Title Registration (VTR) system • State Mainframe
Organizations Involved:	• County Treasurers
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* • Inventory updated with incorrect status, which causes system and physical inventories to be out of sync.
Process Owner:	County Treasurers
Method of Delivery:	In-person or by mail
Output:	Updated status of plate

3.6.4 Order Specialty Plates (Fee Distribution and Online Service Order) (Business Process 4.4)

An owner may opt to order a specialty license plate with a specific design and/or message distinct from the standard issue plate. Some specialty plates, such as the new Military Honor plates, require verification of veteran status to qualify. Most specialty license plates entail an extra charge for original issuance and renewal.

Specialty plates are processed by the State DMV or requested at the State DMV counter, through the mail, or through requests using Nebraska.gov. Specialty plates are processed on the State VTR system using the Specialty Plate application. Specialty plates are not inventoried; approved requests must be produced by the Department of Correctional Services (DOC) and shipped to the appropriate county treasurer. The State DMV will review the application and process the plate order. The steps include:

- Receive paper application or online reservation request;
- Verify eligibility for plate;
- Verify status of registration;
- Determine if message is available (if applicable);
- Determine if the message meets acceptable criteria (if applicable);
- Collect fees (if applicable); and
- Process production order.

To initiate the production process, the order is initiated in the Specialty Plate application and an order file is transmitted to the State DMV shared server and uploaded to the 3M Vehicle Registration Information Management System (VRIMS) system utilized by DOC to manage production. Completed orders are shipped to the county treasurer's office where the vehicle is registered. When the owner picks up the plates, the Specialty Plate application is updated to reflect the status of "issued" for the plate, and a new registration certificate is issued.

Additional processing options are available to customers and can include:

- Specialty plates may be ordered for another person as a gift (cannot be done online).
- A specialty plate, such as one describing the vehicle make, may be transferred to a new registrant. The new registrant is charged for the plate again, but it will not need to be remanufactured.
- If a numeric specialty plate is ordered through Nebraska.gov, it will go directly to the Specialty Plate application. If there is a custom message, the State DMV uses an application on Nebraska.gov to approve the message. Upon approval, the Specialty Plate application is electronically updated.
- If the specialty plate order is rejected by the State DMV, the fees are returned to the customer, along with an explanation of the reason. If the order was initiated online, the pending payment is not finalized and the credit card or checking account is not charged.

Table 3.23 provides a list of details for the Order Specialty Plates process.

Table 3.23: Order Specialty Plates—List of Process Details

Order Specialty Plates Process Area	Process Detail
Trigger Event:	Customer requests specialty plate
Predecessor Process:	Titling or registration for trailer under 9000 pounds
Successor Process:	- Original registration - Transfer registration (occurs at county level) - Surrender registration and plates
Systems Used:	- State Vehicle Title Registration (VTR) system - County VTR system - Nebraska.gov - State Mainframe - Vehicle Registration Information Management System (VRIMS)
Organizations Involved:	- County Treasurers - Nebraska.gov - Nebraska Department of Motor Vehicles (State DMV) - Department of Correctional Services (DOC)
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* Must upload specialty plate order from the State DMV shared drive to VRIMS, which is a separate, manual process.

Order Specialty Plates Process Area	Process Detail
	• Surrendered or expired messages do not show up as available in the Specialty Plate application because of no purge process. • Data sync problems if the county treasurer does not apply the correct plate type, it does not update the record in the Specialty Plate application. • Specialty plates are not available for customer pick up until four weeks after order.
Process Owner:	State DMV and county treasurers (for delivery)
Method of Delivery:	Mail, online, or in person
Output:	Specialty plate issued or letter stating request rejected

3.6.5   Manage Inventory Assignment (Business Process 4.5)

The State DMV orders plate for the county treasurers, using a Plate Management application within the VTR system. In a new plate year, 90 counties receive a full-year supply with the one or two-digit county prefix. The three most populated counties, using alpha-numeric plates, receive monthly shipments. Order quantities are managed by the State DMV based on historical usage and stock on hand.

County treasurers request restocking using the Plate Management application on the County VTR system. The State DMV modifies or approves the quantity ordered via the Plate Management application on the State VTR system. An order file is created and stored on the State DMV shared drive. The order file is uploaded into the 3M VRIMS system utilized by DOC for plate production management, where the plate orders are fulfilled and shipped to the county treasurers. Upon receipt of the plate order, the county treasurer updates the Plate Management application with a received status, making the plates "available" for assignment.

When a registration transaction requires the county treasurer to issue a plate from inventory, any available plate in inventory may be pulled and assigned to the registration. As a part of the transaction, the inventory record in the Plate Management application will be updated with an "issued" status. If a plate is returned to the county treasurer, it may be placed back into inventory for reassignment to another registrant.

The State DMV orders decal inventory from DOC to be shipped direct to the counties on a monthly basis. Decals do not have inventory control numbers; orders are sent to DOC via email with an attached Microsoft Excel document.

Table 3.24 provides a list of details for the Manage Inventory Assignment process.

Table 3.24: Manage Inventory Assignment—List of Process Details

Manage Inventory Assignment Process Area	Process Detail
Trigger Event:	New plate year, low inventory, or monthly cycle distribution
Predecessor Process:	Reissuance
Successor Process:	• Manage Inventory Assignment
Systems Used:	• County Vehicle Title Registration (VTR) system • State VTR system • Vehicle Registration Information Management System (VRIMS) • Nebraska Department of Motor Vehicles (State DMV) Shared Drive
Organizations Involved:	• County Treasurers • State DMV • Department of Correctional Services (DOC)
Bottlenecks, Inefficiencies, Redundancies:	*List of process constraints or features that make it less than optimal or that result in waste of time, labor, or cost.* • Must upload specialty plate order from the State DMV shared drive to VRIMS, which is a separate, manual process. • Inventory management and ordering processes for decals are a manual process. • Decal inventory management lacks a minimum/maximum audit check. • No audit trail or tracking of decals. • County-specific plates, which does not allow for sharing of plate inventory across county lines. High volume of plate types, 69 different types.
Process Owner:	State DMV, county treasurers, and DOC
Method of Delivery:	Mail or delivery service
Output:	Plates and decals

4.0 GLOSSARY

This section of the plan lists both acronyms and terms that are used throughout the report.

Table 4.1: Acronyms

Acronym	Definition
AAMVA	American Association of Motor Vehicle Administrators
AS400	Application System/400
CDP	Central Data Processing
COBOL	Common Business-Oriented Language
CSOT	Change State of Title
DAS	Nebraska Department of Administrative Services
DAS/TSB	Nebraska Department of Administrative Services/Transportation Services Bureau
DB2	IBM (international Business Machines) created database software.
DHHS	Nebraska Department of Health and Human Services
DMV	Nebraska Department of Motor Vehicles, referred to as "State DMV" in this report
DOC	Nebraska Department of Correctional Services
DSL	Digital Subscriber Line
ELT	Electronic Lien and Title
EMS	Emergency Medical System
FTP	File Transfer Protocol
GPC	Game and Parks Commission
GVW	Gross Vehicle Weight
GVWR	Gross Vehicle Weight Rating
MCS	Motor Carrier Services
MS	Microsoft
MSO	Manufacturer's Statement of Origin
MSRP	Manufacturer's Suggested Retail Price
NCJIS	Nebraska Criminal Justice Information System
NDOR	Nebraska Department of Roads
NE	Nebraska
NEOC	Nebraska Equal Opportunity Commission
NICUSA	National Information Consortium, Inc.
NLETS	National Law Enforcement Telecommunications Service

Acronym	Definition
NMVTIS	National Motor Vehicle Titling Information System
OCIO	Office of the Chief Information Officer
OIF	Douglas County Cashiering System
POS	Point of Sale
RFP	Request for Proposals
SEW	Summary, Errors and Warnings
VIN	Vehicle Identification Number
VINA	Vehicle Identification Number Analysis
VPN	Virtual Private Network
VRIMS	Vehicle Registration Information Management System
VTR	Vehicle Title Registration

Table 4.2: Glossary of Terms

Term	Definition
AS400	The Application System/400 (AS400) is a computer system used at the State level by the Nebraska Department of Motor Vehicles (State DMV), as well as at county offices. Also referred to as the State Vehicle Title Registration (VTR) and County VTR system.
Data Share	Data files shared externally to the VTR system. An example is sharing a set of data via a File Transfer Protocol (FTP) process.
Gross Vehicle Weight (GVW)	The sum of the empty weights of the motor vehicle and any eligible trailer plus the weight of the maximum load to be carried at any one time.
Gross Vehicle Weight Rating (GVWR)	The value specified by the manufacturer as the loaded weight of a single motor vehicle or trailer.
Interface (System)	The communication between separate computer systems for the exchange of data.
Manufacturer's Suggested Retail Price (MSRP)	The recommended price point provided by manufacturers for retailers to sell a product.
Nebraska Department of Administrative Services (DAS)	Nebraska State government agency responsible for centralized information technology, purchasing, and printing services.
Nebraska Emergency Medical System (EMS) Operations Fund	A fund created by the State of Nebraska "used to carry out the purposes of the Statewide Trauma System Act and the Emergency Medical Services Practice Act" (Chapter 71 of Nebraska Revised Statutes).
Point of Sale (POS)	The time and physical location of any transaction where the customer provides payment.

Term	Definition
Salvage Vehicle	A late model vehicle that has been wrecked, damaged, or destroyed to the extent the estimated total cost of repair to rebuild or reconstruct the vehicle to its condition immediately before it was damaged and to restore the vehicle to a condition for legal operation meets or exceeds 75% of the retail value of the vehicle at the time it was damaged.
Situs	The Tax District where a vehicle is stored or kept for greater portions of the calendar year.
Specialty plate	A license plate with a specific design and/or message, distinct from the standard issue plate and number system.
State DMV	Nebraska Department of Motor Vehicles
Vehicle Registration Information Management System (VRIMS)	System utilized by Nebraska Department of Correctional Services (DOC) for management of plate production process.
Vehicle Title Registration (VTR) System	System used to issue vehicle and motorboat titles, note liens, collect motor vehicle sales tax, register vehicles, and collect all motor vehicle taxes and registration fees. The system is comprised of the County VTR system, State VTR system, and State Mainframe.
VTR DEV	Vehicle and Title Registration development environment. An application and database instance used for development purposes.